

State of Nebraska
**REQUEST FOR PROPOSAL
FOR CONTRACTUAL SERVICES FORM**

RETURN TO:
Nebraska Public Service Commission
Kara J. Thielen, Wireless E911 Director
1200 N. Street, Suite 300
Lincoln, NE 68509

OR

Nebraska Public Service Commission
Kara J. Thielen, Wireless E911 Director
PO Box 94927
Lincoln, NE 68509

REQUEST FOR PROPOSAL NUMBER	RELEASE DATE
911-II-04	May 21, 2004
OPENING DATE AND TIME	PROCUREMENT CONTACT
June 25, 2004 2:00 p.m. Central Time	Kara J. Thielen

This form is part of the specification package and must be signed and returned, along with proposal documents, by the opening date and time specified.

PLEASE READ CAREFULLY!

a) SCOPE OF SERVICE

One (1) Original and 10 copies of the entire proposal should be submitted by the proposal due date and time.

**PROPOSALS MUST MEET THE FOLLOWING REQUIREMENTS TO BE CONSIDERED VALID.
PROPOSALS WILL BE REJECTED IF NOT IN COMPLIANCE WITH THESE REQUIREMENTS.**

1. Proposals must be received in Nebraska Public Service Commission by the date and time of proposal opening indicated above. **NO late proposals will be accepted. NO fax proposals will be accepted.**
2. Proposals must meet all specifications of the RFP and terms and conditions of this form.
3. This form "*REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES*" **MUST** be manually signed, in ink, and returned by the proposal opening date and time along with your proposal and any other requirements as specified in the RFP in order to be considered for an award.

VENDOR(S) MUST COMPLETE THE FOLLOWING

By signing this Requests for Proposal For Contractual Services form, the Vendor(s) guarantees compliance with the provisions stated in this Request for Proposal, agrees to the Standard Conditions and Terms of Contractual Services and Leasing Solicitation and Offer and certifies that they maintain a drug free work place environment.

FIRM: _____

COMPLETE ADDRESS: _____

TELEPHONE NUMBER: _____ FAX NUMBER: _____

SIGNATURE: _____ DATE: _____

TYPED NAME & TITLE OF SIGNER: _____

STATE OF NEBRASKA

Lincoln, Nebraska

STANDARD CONDITIONS AND TERMS OF CONTRACTUAL SERVICES AND LEASING SOLICITATION AND OFFER

It is the responsibility of the Vendor to check the website for all information relevant to this solicitation to include addenda and/or amendments issued prior to the opening date. Website address: http://www.psc.state.ne.us/home/NPSC/e911/e911_main.html

SCOPE: These standard conditions and terms of Request for Proposal for Contractual Services and acceptance apply in like force to this inquiry and to any subsequent contract resulting therefrom.

EXECUTION: Proposals must be signed in ink by the vendor(s) on the State of Nebraska's Request for Proposal for Contractual Services form. All proposals must be typewritten or in ink and include the signed State of Nebraska's Request for Proposal for Contractual Services form. Erasures and alterations must be initialed by the vendor(s) in ink. No telephone, facsimile or voice proposals will be accepted. Failure to comply with these provisions may result in the rejection of the proposal.

PAYMENT: Payment will be made by the responsible agency in conjunction with the State of Nebraska Prompt Payment Act (Neb. Rev. Stat. §81-2401 through 81-2408). The State may request that payment be made electronically instead of by State warrant.

COLLUSIVE BIDDING: The vendor(s) signature on the State of Nebraska's Request for Proposal for Contractual Services form is a guarantee that the prices quoted have been arrived at without collusion with other eligible vendor(s) and without effort to preclude the State of Nebraska from obtaining the lowest possible competitive price.

SPECIFICATIONS: Vendor(s) should submit a proposal in accordance with the Terms and Conditions of the Request for Proposal.

ALTERNATE PROPOSALS: The State, at its sole discretion, may entertain alternative proposals, or proposals which deviate from the Request for Proposal requirements, provided the vendor(s) also submits a proposal for the work described herein.

PROPOSAL OPENING: Openings shall be public on the date and time specified in the Request for Proposal. It is the Vendor's responsibility to assure the proposal is delivered no later than the designated date, time and place of the proposal opening. Telephone and/or fax proposals are not acceptable. A proposal may not be altered after opening of the proposals.

LATE PROPOSALS: Proposals received after the time and date of the proposal opening will be considered late proposals. Proposals will be returned to the vendor(s) unopened. The State is not responsible for late proposals or lost requests due to mail service inadequacies, traffic or other similar reasons.

RECYCLING: Preference will be given to items which are manufactured or produced from recycled material or which can be readily reused or recycled after their normal use as per state statute (Neb. Rev. Stat. §81-15, 159).

AWARD: All purchases, leases, or contracts which are based on competitive proposals will be awarded according to the provisions in the Request for Proposal. The State reserves the right to reject any or all proposals, wholly or in part, or to award to multiple Vendors in whole or in part. The State reserves the right to waive any deviations or errors that are not material, do not invalidate the legitimacy of the proposal, and do not improve the vendor(s) competitive position. All awards will be made in a manner deemed in the best interest of the State.

PERFORMANCE AND DEFAULT: The State reserves the right to require a performance bond from the successful vendor(s), as provided by law, without expense to the State. Otherwise, in case of default of the vendor(s), the State may contract the service from other sources and hold the vendor(s) responsible for any excess cost occasioned thereby.

NONDISCRIMINATION: The Nebraska Fair Employment Practice Act prohibits vendor(s) of the State of Nebraska, and their vendor(s), from discriminating against any employee or applicant for employment, with respect to hire, tenure, terms, conditions or privileges of employment because of race, color, religion, sex, disability, or national origin (Neb. Rev. Stat. §§48-1101 to 48-1125). The vendor(s) guarantees compliance with the Nebraska Fair Employment Practice Act, and breach of this provision shall be regarded as a material breach of contract. The vendor(s) shall insert a similar provision in all subcontracts for services to be covered by any contract resulting from this Request for Proposal.

DRUG POLICY: Vendor(s) certifies that it maintains a drug free work place environment to ensure worker safety and workplace integrity. Vendor(s) agrees to provide a copy of its drug free workplace policy at any time upon request by the State.

GRIEVANCE AND PROTEST: Grievance and protest procedure is available by contacting the buyer. Any Protests must be filed by a vendor(s) within ten (10) calendar days after the intent to award decision is posted to the internet.

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GLOSSARY OF TERMS

Addendum: Something added or to be added.

Agency: State agency or agency means any state agency, board, or commission other than the University of Nebraska, the Nebraska state colleges, the courts, the Legislature, or any officer or agency established by the Constitution of Nebraska.

Agent: A person authorized by a superior or organization to act on their behalf.

ALI: Automatic Location Identification; the address associated with the calling party.

Amend: To alter or change by adding, subtracting, or substituting. A contract can be amended only by the parties participating in the contract. If the contract is written, it can be amended only in writing.

Amendment: Written correction or alteration.

ANI: Automatic Number Identification; telephone number associated with the calling party.

Appropriation: Legislative authorization to expend public funds for a specific purpose. Money set apart for a specific use.

Award: All purchases, leases, or contracts which are based on competitive proposals will be awarded according to the provisions in the Request for Proposal. The State reserves the right to reject any or all proposals, wholly or in part, or to award to multiple Vendors in whole or in part. The State reserves the right to waive any deviations or errors that are not material, do not invalidate the legitimacy of the proposal, and do not improve the vendor(s) competitive position. All awards will be made in a manner deemed in the best interest of the State.

Bid Bond: Ensures that vendor(s) will enter into the contract and is retained by the State from the date of the bid opening to the date of contract signing.

Business: Any corporation, partnership, individual, sole proprietorship, joint-stock company, joint venture, or any other private legal entity.

Calendar Day: Every day shown on the calendar, Saturday, Sundays and holidays included.

Collusion: A secret agreement or cooperation between two or more persons or entities to accomplish a fraudulent, deceitful or unlawful purpose.

Competition: The process by which two or more vendor(s) vie to secure the business of a purchaser by offering the most favorable terms as to price, quality, delivery and/or service.

Confidential Information: (1) Any information that is available to an employee only because of the employee's status as a public employee and is not a matter of public knowledge or available on request. (2) See "Proprietary Information" below.

Contract: An agreement between two or more persons to perform a specific act or acts.

CPE: Customer Premise Equipment, which is the terminal equipment at the PSAP.

Vendor(s): Any person or entity that supplies goods and/or services.

Contract For Services: Contract for services means any contract that directly engages the time or effort of an independent vendor(s) whose purpose is to perform an identifiable task, study, or report rather than to furnish an end item of supply, goods, equipment, or material.

Copyright: A grant to a writer/artist that recognizes sole authorship/creation of a work and protects the creator's interest(s) therein.

Default: The omission or failure to perform a contractual duty.

ESN: Emergency Service Number. An ESN is a three to five digit number representing a unique combination of emergency services designated to serve a specific range of addresses within a particular geographical area.

Evaluation Committee: A committee (or committees) appointed by the Agency that advises and assists the procuring office in the evaluation of proposals.

Evaluation of Proposal: The process of examining a proposal after opening to determine the Vendor's responsibility, responsiveness to requirements, and to ascertain other characteristics of the proposal that relate to determination of the successful Vendor.

Extension: A provision, or exercise of a provision, of a contract that allows a continuance of the contract (at the option of the State of Nebraska) for an additional time according to contract conditions. Not to be confused with "Renewals."

Late Proposal: A proposal received at the place specified in the solicitation after the date and time designated for all proposals to be received.

Mandatory: Required, compulsory or obligatory.

Must: Required, compulsory or obligatory.

Performance Bond: A bond given by a surety on behalf of the vendor(s) to ensure the timely performance of a contract.

Pre-Proposal Conference: A meeting scheduled for the purpose of providing clarification regarding a Request for Proposal and related expectations.

Proposal: The executed document submitted by an offeror in response to a Request for Proposal.

Proprietary Information: Proprietary information is defined as trade secrets, academic and scientific research work, which is in progress and unpublished, and other information which if released would give advantage to business competitors and serve no public purpose (see Neb. Rev. Stat. §84-712.05(3)). In accordance with Attorney General Opinions 92068 and 97033, proof that information is proprietary requires identification of specific, named competitor(s) who would be advantaged by release of the information and the specific advantage the competitor(s) would provide.

Protest: A complaint about a governmental action or decision related to a Request for Proposal or the resultant contract, brought by a prospective Vendor, a Vendor, a vendor(s), or other interested party to Materiel Division or another designated agency with the intention of achieving a remedial result.

PSAP: Public Safety Answering Point; a centralized location for receiving 911 calls

PSAP Manager: Person who is the single point of contact for each PSAP within the 911 system.

Public Proposal Opening: The process of opening proposals, conducted at the time and place specified in the Request for Proposal, and in the presence of anyone who wishes to attend.

Representative: Includes an agent, an officer of a corporation or association, a trustee, executor or administrator of an estate, or any other person legally empowered to act for another.

Request for Proposal (RFP): All documents, whether attached or incorporated by reference, utilized for soliciting competitive proposals.

Shall: Denotes the imperative, required, compulsory or obligatory.

Solicitation: The process of notifying prospective Vendors or offerors that the State of Nebraska wishes to receive proposals for furnishing services. The process may consist of public advertising, posting notices, or mailing Request for Proposals and/or Request for Proposal announcement letter to prospective Vendors, or all of these.

Termination: Occurs when either party pursuant to a power created by agreement or law puts an end to the contract. On "termination" all obligations which are still executory on both sides are discharged but any right based on prior breach or performance survives.

Trademark: A distinguishing sign, symbol, mark, word, or arrangement of words in the form of a label or other indication, that is adopted and used by a manufacturer or distributor to designate its particular goods and which no other person has the legal right to use.

Vendor(s): A supplier

I. SCOPE OF THE REQUEST FOR PROPOSAL

The Nebraska Public Service Commission (hereafter known as NPSC) is issuing this Request for Proposal, RFP Number **911-II-04** for the purpose of selecting a qualified vendor(s) to provide

A. ALL INFORMATION PERTINENT TO THIS REQUEST FOR PROPOSAL CAN BE FOUND ON THE INTERNET AT: http://www.psc.state.ne.us/home/NPSC/e911/e911_main.html

B. SCHEDULE OF EVENTS

The State expects to adhere to the tentative procurement schedule shown below. It should be noted, however, that some dates are approximate and subject to change.

ACTIVITY		DATE/TIME
1	Release Request for Proposal	May 21, 2004, 2pm CST
2	Last Day to Submit Notification of Intent to Attend Pre-Proposal Conference via email: kthielen@mail.state.ne.us	June 1, 2004 EOB
3	Last Day to Submit Written Questions for Pre-Proposal Conference via email: kthielen@mail.state.ne.us	June 1, 2004 EOB
4	Mandatory Pre-Proposal Conference Location: Nebraska Public Service Commission 1200 N Street, Suite 300 Lincoln, NE 68509	June 3, 2004 1-3pm
5	Last Day to Submit Written Questions after Pre-Proposal Conference	July 16, 2004
6	Last Day to Submit Letter of Intent To Bid	June 14 th , 2004
7	State Responds to Written Questions Through Request for Proposal Addendum and/or Amendment to be posted to the internet at: http://www.psc.state.ne.us/home/NPSC/e911/e911_main.html	On-Going
8	Proposal Deadline	July 29, 2004 2pm CST
9	Proposal Opening Location: Nebraska Public Service Commission 1200 N Street, Suite 300 Lincoln, NE 68509	August 2 & 3 2004 10:30 am CST
10	Review for Conformance of Mandatory Requirements	August 2 & 3, 2004
11	Initial Evaluation Period	August 2-20, 2004
12	Oral Interviews/Presentations and/or Demonstrations, if needed	August 16-20, 2004
13	Post Order identifying Vendors selected will be posted at: http://www.psc.state.ne.us/home/NPSC/e911/e911_main.html	August 24-27, 2004 EOB
14	Contract Award	August 24, 2004
15	Vendor(s) Start Date	Sept 14-16, 2004

Changed 6/9/04

II. PROCUREMENT PROCEDURES

A. PROCURING OFFICE AND CONTACT PERSON

Procurement responsibilities related to this Request for Proposal reside with the Nebraska Public Service Commission. The point of contact for the procurement is as follows:

Name: Kara J. Thielen
Agency: Nebraska Public Service Commission
Address: 1200 N Street, Suite 300
Lincoln, NE 68509

OR

P.O. Box 94927
Lincoln, NE 68509
Telephone: 402-471-0220
Facsimile: 402-471-0214
E-Mail: kthielen@mail.state.ne.us

B. GENERAL INFORMATION

The Request for Proposal is designed to solicit proposals from qualified vendor(s) at a competitive and reasonable cost. Proposals that do not conform to the mandatory items as provided in the Proposal Instructions will not be considered.

A Vendor may reply to any of the combination of the following categories:

- Base Map Data Development for PSAPs identified by NPSC
- Design, implement, install and maintain a GIS Map Display software system for PSAPs identified by NPSC. Either GIS Integrated Mapping Software or GIS Stand Alone Mapping Software.
- Enhanced 911 CPE/ANI/ALI equipment

This RFP will address each of the requirements for the above categories in a separate section that is dedicated to that category.

Proposals should conform to all instructions, conditions, and requirements included in the Request for Proposal. Prospective vendor(s) are expected to carefully examine all documentation, schedules and requirements stipulated in this Request for Proposal, and respond to each requirement in the format prescribed.

Approved vendors will be eligible to enter into contracts with individual PSAPs to provide services described in their individual Proposals. This process will be outlined by the NPSC after the approved vendors have been selected. Invoices for services rendered pursuant to the contracts will then be submitted to the Commission for payment from the Enhanced Wireless 911 Fund. In order to receive reimbursement of expenses from the Enhanced Wireless 911 Fund, all contracts between approved vendors and PSAPs must comply with the terms set forth herein, all Commission orders, Title 291, Chapter 5 of the Nebraska Administrative Code, and applicable statutes.

C. COMMUNICATION WITH STATE STAFF

From the date the Request for Proposal is issued until a determination is made and announced regarding the selection of the vendor(s), **contact regarding this project between potential vendor(s) and individuals employed by the State is restricted only to written**

communication with the staff designated above as the point of contact for this Request for Proposal.

Once a vendor(s) is preliminarily selected, as documented in the intent to contract, that vendor(s) is restricted from communicating with any PSAP until after State staff makes the necessary arrangements for PSAP/Vendor meetings. Until then all communication will be with NPSC staff. **Violation of this condition may be considered sufficient cause to reject a vendor(s)'s proposal and/or selection irrespective of any other condition.**

The following exceptions to these restrictions are permitted:

1. Written communication with the person(s) designated as the point(s) of contact for this RFP or procurement;
2. Contacts made pursuant to any pre-existing contracts or obligations;
3. State staff and/or vendor(s) staff present at the Pre-Proposal Conference when recognized by the Nebraska Public Service Commission Bureau staff facilitating the meeting for the purpose of addressing questions; and
4. State-requested presentations, key personnel interviews, clarification sessions or discussions to finalize a contract.

Violations of these conditions may be considered sufficient cause to reject a vendor(s)'s proposal and/or selection irrespective of any other condition. No individual member of the State, employee of the State, or member of the Evaluation Committee is empowered to make binding statements regarding this RFP. The State of Nebraska will issue any clarifications or opinions regarding this RFP in writing.

D. NOTIFICATION OF INTENT TO BID

Potential vendor(s)s should hand deliver, return by facsimile or e-mail the "Notification of Intent to Bid Form" that accompanies this document (see Form B) to the contact person shown in Section II-A. This form should be filled out in its entirety and returned no later than June 14, 2004.

It is preferred that Form B, Notification of Intent To Bid, be sent via e-mail to kthielen@mail.state.ne.us but may be hand delivered or sent via facsimile to 402-471-0214.

E. WRITTEN QUESTIONS AND ANSWERS

Any explanation desired by a vendor(s) regarding the meaning or interpretation of any Request for Proposal provision must be submitted in writing to the Nebraska Public Service Commission and clearly marked "RFP Number 911-II-04. Questions." It is preferred that questions be sent via e-mail to kthielen@mail.state.ne.us.

Questions may also be sent by facsimile to 402-471-2089, but must include a cover sheet clearly indicating that the transmission is to the attention of Kara J. Thielen, showing the total number of pages transmitted, and clearly marked "RFP Number 911-II-04; Questions."

Written answers will be provided through an addendum to be posted on the internet at http://www.psc.state.ne.us/home/NPSC/e911/e911_main.html on or before the date shown in the Schedule of Events.

F. PRE-PROPOSAL CONFERENCE

1. NOTIFICATION OF INTENT TO ATTEND MANDATORY PRE-PROPOSAL CONFERENCE

Attendance at the pre-proposal conference is mandatory in order to submit a proposal. Notification of attendance should be submitted to the Nebraska Public Service Commission via e-mail (kthielen@mail.state.ne.us) facsimile 402-471-0214, hand delivery or mail by the date specified in the Schedule of Events. Potential vendor(s) should utilize the "Notification of Intent to Attend Pre-Proposal Conference" (see Form A) that accompanies this document to the contact person shown in Section II-A. This form should be filled out in its entirety and returned no later than the date specified in the Schedule of Events.

G. ORAL INTERVIEWS/PRESENTATIONS AND/OR DEMONSTRATIONS

The Evaluation Committee(s) may conclude after the completion of the Technical and Cost Proposal evaluation that oral interviews/presentations and/or demonstrations are required in order to determine the successful vendor(s). All vendor(s) that submitted bids may not have an opportunity to interview/present and/or give demonstrations. The scores from the oral interviews/presentations and/or demonstrations may be added to the scores from the Technical and Cost Proposals. The presentation process will allow the vendor(s) to demonstrate their proposal offering, explaining and/or clarifying any unusual or significant elements related to their proposals. Vendor(s)' key personnel may be requested to participate in a structured interview to determine their understanding of the requirements of this proposal, their authority and reporting relationships within their firm, and their management style and philosophy. Vendor(s) shall not be allowed to alter or amend their proposals. Only representatives of the State and the presenting vendor(s) will be permitted to attend the oral interviews/presentations and/or demonstrations.

Once the oral interviews/presentations and/or demonstrations have been completed the State reserves the right to make a contract award without any further discussion with the potential vendor(s) regarding the proposals received.

Detailed notes of oral interviews/presentations and/or demonstrations may be recorded and supplemental information (such as briefing charts, et cetera) may be accepted. Additional written information gathered in this manner shall not constitute replacement of proposal contents.

Any cost incidental to the oral interviews/presentations and/or demonstrations shall be borne entirely by the vendor(s) and will not be compensated by the State.

H. SUBMISSION OF PROPOSALS

The following describes the requirements related to proposal submission, proposal handling and review by the State.

To facilitate the proposal evaluation process, one (1) original, clearly identified as such, and 10 copies of the entire proposal should be submitted by the proposal due date and time. In addition, 10 electronic copies of the proposal should be provided on either disks or CDs. Where applicable, submit electronic documents in the following formats: Microsoft Office (Word, Excel, PowerPoint) or Adobe PDF. Proposals must be sent to the specified address. Container(s) utilized for original documents must be clearly marked **ORIGINAL DOCUMENTS**. Please note that the address label must appear as specified on the face of each container. The State accepts no responsibility for mislabeled/misdirected mail. Regardless of the reason, proposals received late will not be accepted and will be returned to the sender unopened. If a recipient

phone number is required for delivery purposes, 402-471-0220 should be used. The request for proposal number must be included in all correspondence.

Data contained in the proposal and all documentation provided therein, become the property of the State of Nebraska and the data becomes public information upon opening the proposal. If the Vendor wishes to have any information withheld from the public, such information must fall within the definition of proprietary information contained within Nebraska's public record statutes. **All proprietary information the Vendor wishes the state to withhold must be submitted in a sealed package, which is separate from the remainder of the bid. The separate package must be clearly marked PROPRIETARY on the outside of the package.** Proprietary information is defined as trade secrets, academic and scientific research work which is in progress and unpublished, and other information which if released would give advantage to business competitors and serve no public purpose (see Neb. Rev. Stat. §84-712.05(3)). In accordance with Attorney General Opinions 92068 and 97033, Vendors submitting information as proprietary may be required to prove specific, named competitor(s) who would be advantaged by release of the information and the specific advantage the competitor(s) would provide. Although every effort will be made to withhold information that is properly submitted as proprietary and meets the State's definition of proprietary information, the State is under no obligation to maintain the confidentiality of proprietary information and accepts no liability for the release of such information.

Emphasis should be concentrated on conformance to the Request for Proposal instructions, responsiveness to requirements, completeness and clarity of content. Failure to provide adequate information to enable NPSC to evaluate your company, proposed systems and system features, will be considered unresponsive, and may result in the elimination of your entire response from consideration.

NPSC will not rely solely on descriptive literature or product brochures. Each statement should contain a written response from the Vendor. Statements such as, Understood, Comply, or Not Comply should set off each response. Ambiguous response such as, "Will provide more information on contract award" will be deemed unresponsive and may result in elimination of the Vendor's offering.

The Technical and Cost Proposals shall be packaged separately (loose-leaf binders are preferred) on standard 8 1/2" by 11" paper, except that charts, diagrams and the like may be on fold-outs which, when folded, fit into the 8 1/2" by 11" format. Pages may be consecutively numbered for the entire proposal, or may be numbered consecutively within sections. Figures and tables must be numbered and referenced in the text by that number. They should be placed as close as possible to the referencing text. The Technical Proposal must not contain any reference to dollar amounts. However, information such as data concerning labor hours and categories, materials, subcontracts and so forth, shall be considered in the Technical Proposal so that the vendor(s)'s understanding of the scope of work may be evaluated. The Technical Proposal shall disclose the vendor(s)'s technical approach in as much detail as possible, including, but not limited to, the information required by the Technical Proposal instructions.

I. PROPOSAL OPENING

Proposals received prior to June 24, 2004 will be kept secure and unopened. The sealed proposals will be publicly opened and the bidding organizations announced on the date, time and location specified in the Schedule of Events. No proposal received after 2:00pm on June 24, 2004 will be considered and will be returned to the vendor unopened.

J. REJECTIONS OF PROPOSALS

The State reserves the right to reject any or all proposals, wholly or in part, or to award to multiple Vendors in whole or in part. The State reserves the right to waive any deviations or errors that are not material, do not invalidate the legitimacy of the proposal and do not improve the vendor(s)s competitive position. All awards will be made in a manner deemed in the best interest of the State.

K. PROPOSAL EVALUATION

The State will conduct a fair, impartial and comprehensive evaluation of all proposals in accordance with the criteria set forth below. The criteria for determining a responsible vendor(s) shall include but not be limited to:

1. The ability, capacity and skill of the vendor(s) to deliver and implement the system or project that meets the requirements of this Request for Proposal;
2. The character, integrity, reputation, judgment, experience and efficiency of the vendor(s);
3. Whether the vendor(s) can perform the contract within the specified time frame;
4. The quality of vendor(s) performance on prior contracts;
5. System Suitability;
6. Such other information that may be secured and that has a bearing on the decision to award the contract; and
7. Cost, will be based on the vendor's base price and any proposed options that may be judged to be necessary for a complete and working system that meets the intent of this RFP.

L. EVALUATION COMMITTEE

Proposals will be independently evaluated by members of the Evaluation Committee(s). This committee will consist of staff with the appropriate expertise to conduct such proposal evaluations. Names of the members of the Evaluation Committee(s) are the following: Bob Howard, Sheriff Neil Miller, Roger Goos, Mark Masterson, Angela Melton, Lynn Marshall, Kara Thielen. These may change depending on schedules of the committee members (changed 6-9-04)

Prior to award, vendor(s)s are advised that only the point of contact can clarify issues or render any opinion regarding this Request for Proposal. No individual member of the State, employee of the State or member of the Evaluation Committee(s) is empowered to make binding statements regarding this Request for Proposal.

M. MANDATORY REQUIREMENTS

The proposals will first be examined to determine if all mandatory requirements listed below have been addressed to warrant further evaluation. Proposals not meeting mandatory requirements will be excluded from further evaluation. The mandatory requirement items are as follows:

1. The signed Request for Proposal for Contractual Services form;
2. Executive Summary;
3. Corporate Overview;
4. Technical Approach;
5. Suitability;
6. Cost Proposal;
7. Training; and
8. Maintenance.

N. EVALUATION/WEIGHTS AND SCORING

All responses to this Request for Proposal which fulfill all mandatory requirements will be evaluated. Each category will have a maximum possible point potential. Areas that will be addressed and scored during the technical evaluation include but may not be limited to:

1. The Executive Summary;
2. Corporate Overview shall include but not be limited to;
 - a. The ability, capacity and skill of the vendor(s) to deliver and implement the system or project that meets the requirements of this Request for Proposal;
 - b. The character, integrity, reputation, judgment, experience and efficiency of the vendor(s);
 - c. Whether the vendor(s) can perform the contract within the specified time frame; ability and commitment to complete the project, meet all deadlines for submitting associated work products, and ensure quality control;
3. Technical Approach;
4. Demonstrated understanding of the project through a well defined work plan consistent with program objectives;
5. Clarity of proposal, realistic approach, technical soundness, and enhancements to elements outlined in this Request for Proposals;
6. Recognition of work priorities and flexibility to deal with changes and contingencies;
7. Cost Proposal; and
8. System Suitability.

(Scoring criteria will become public information at the time of the Request for Proposal opening. Scoring criteria and a list of respondents will be posted to the Nebraska Public Service Commission website at http://www.psc.state.ne.us/home/NPSC/e911/e911_main.html)

O. REFERENCE CHECKS

Information to be requested and evaluated from references may include, but is not limited to, some or all of the following: project description and background, job performed, functional and technical abilities, communication skills and timeliness, cost and schedule estimates and accuracy, problems (poor quality deliverables, contract disputes, work stoppages, et cetera), overall performance, and whether or not the reference would rehire the firm or individual. Only top scoring Vendors will receive reference checks and negative references may eliminate vendor(s)s from consideration for award.

The State reserves the right to check any reference(s), regardless of the source of the reference information, including but not limited to, those that are identified by the company in the proposal, those indicated through the explicitly specified contacts, those that are identified during the review of the proposal, or those that result from communication with other entities involved with similar projects.

III. TERMS AND CONDITIONS

The terms and conditions stated herein are in addition to those stated in the "Standard Conditions and Terms of Contractual Services and Leasing Solicitation and Offer" form and apply in like force to this Request for Proposal and any contract resulting therefrom.

By signing the "Request For Proposal For Contractual Services" form, the Vendor(s) guarantees compliance with the provisions stated in this Request for Proposal, agrees to the Standard Conditions

and Terms of Contractual Services and Leasing Solicitation and Offer and certifies it maintains a drug free work place.

A. GENERAL

The contract resulting from this Request for Proposal shall incorporate the following documents:

1. The signed Request for Proposal form;
2. The original RFP document;
3. Any Request for Proposal Addenda and or Amendments to include Questions and Answers;
4. The Vendor(s)'s Proposal;
5. Any Contract Amendments, in order of significance; and
6. Contract Award.

Once proposals are opened they become the property of the State of Nebraska and will not be returned.

This Request for Proposal does not commit the State to award a contract. The State reserves the right to reject all proposals, and at its discretion, may withdraw or amend this Request for Proposal at any time. If, in the opinion of the State, revisions or amendments will require substantive changes in proposals, the due date may be extended.

By submitting a proposal in response to this Request for Proposal, the vendor(s) grants to the State the right to contact or arrange a visit in person with any or all of the vendor(s)'s clients.

Once an intent to award decision has been determined, it will be posted to the Internet at:

http://www.psc.state.ne.us/home/NPSC/e911/e911_main.html

Grievance and protest procedure is available on the Internet at:

<http://www.das.state.ne.us/materiel/purchasing/rfpmanual/rfpmanual.htm>

Any protests must be filed by a Vendor(s) within ten (10) calendar days after the intent to award decision is posted to the internet.

B. COMPLIANCE WITH CIVIL RIGHTS LAWS AND EQUAL OPPORTUNITY EMPLOYMENT

The vendor(s) shall comply with all applicable local, State and Federal statutes and regulations regarding civil rights laws and equal opportunity employment. Neither the vendor(s) nor any vendor(s)s shall discriminate against any employee or applicant for employment, to be employed in the performance of such contract, with respect to the employee or applicant's hire, tenure, terms, conditions, or privileges of employment, because of his race, color, religion, sex, disability, or national origin.

C. CLEAN AIR AND WATER LAWS

The vendor(s) must comply with all applicable local, State and Federal statutes and regulations regarding Clean Air and Water.

D. OWNERSHIP OF INFORMATION AND DATA

The State of Nebraska shall have the unlimited right to publish, duplicate, use and disclose all information and data developed or derived by the vendor(s) pursuant to this contract.

The vendor(s) must guarantee that it has the full legal right to the materials, supplies, equipment, and other items necessary to execute this contract. The contract price shall without exception, include compensation for all royalties and costs arising from patents, trademarks and copyrights that are in any way involved in the contract. It shall be the responsibility of the vendor(s) to pay for all royalties and costs, and the State must be held harmless from any such claims.

E. PERMITS AND REGULATIONS

The vendor(s) shall procure and pay for all permits, licenses and approvals necessary for the execution of the contract. The vendor(s) shall comply with all laws, ordinances, rules, orders and regulations related to the performance of the contract.

F. COOPERATION WITH OTHER VENDOR(S)

The State may award supplemental contracts for work related to this Request for Proposal, or any portion thereof.

1. The State reserves the right to award the contract jointly between two or more potential vendor(s), if such an arrangement is in the best interest of the State.
2. The vendor(s) shall agree to cooperate with such other vendor(s), and shall not commit or permit any act which may interfere with the performance of work by any other vendor(s).

G. INDEPENDENT VENDOR(S)

It is agreed that nothing contained herein is intended or should be construed in any manner as creating or establishing the relationship of partners between the parties hereto. The vendor(s) represents that it has, or will secure at its own expense, all personnel required to perform the services under this agreement. The vendor(s) employees and other persons engaged in work or services required by the vendor(s) under this agreement shall have no contractual relationship with the State; they shall not be considered employees of the State.

All claims on behalf of any person arising out of employment or alleged employment (including without limit claims of discrimination against the vendor(s), its officers or its agents) shall in no way be the responsibility of the State. The vendor(s) will hold the State harmless from any and all such claims. Such personnel or other persons shall not require nor be entitled to any compensation, rights or benefits from the State including without limit, tenure rights, medical and hospital care, sick and vacation leave, severance pay or retirement benefits.

H. VENDOR(S) RESPONSIBILITY

The vendor(s) is solely responsible for fulfilling the contract, with responsibility for all services offered and products to be delivered as stated in the RFP, the Vendor(s)'s proposal, and the resulting contract. The vendor(s) shall be the sole point of contact regarding all contractual matters.

If the vendor(s) intends to utilize any vendor(s)'s services, the vendor(s) level of effort, tasks and time allocation must be clearly defined in the vendor(s) proposal. The vendor(s) shall agree that

it will not utilize any vendor(s) not specifically included in its proposal, in the performance of the contract, without the prior written authorization of the State.

I. VENDOR(S) PERSONNEL

The vendor(s) shall warrant that all persons assigned to the project shall be employees of the vendor(s) or specified vendor(s)s, and shall be fully qualified to perform the work required herein. Personnel employed by the vendor(s) to fulfill the terms of this contract shall remain under the sole direction and control of the vendor(s). The vendor(s) shall include a similar provision in any contract with any vendor(s) selected to perform work on the project.

Personnel commitments made in the vendor(s) proposal shall not be changed without the prior written approval of the State. Replacement of key personnel, if approved by the State, shall be with personnel of equal or greater ability and qualifications.

The State reserves the right to require the vendor(s) to reassign or remove from the project any vendor(s) or vendor(s) employee.

In respect to it's employees, the vendor(s) agrees to be responsible for the following:

1. Any and all employment taxes and/or other payroll withholding;
2. Any and all vehicles used by the vendor(s) employees, including all insurance required by state law;
3. Damages incurred by vendor(s) employees within the scope of their duties under this contract;
4. Maintaining workers' compensation and health insurance and submitting any reports on such insurance to the extent required by governing state law; and
5. Determining the hours to be worked and the duties to be performed by the vendor(s) employees.

Notice of cancellation of any approved insurance policy must be submitted to the State when issued and a new coverage binder shall be submitted immediately to ensure no break in coverage.

J. STATE OF NEBRASKA PERSONNEL RECRUITMENT PROHIBITION

The vendor(s) shall not knowingly recruit or employ any State professional or technical personnel who have worked on the project, or who had any influence on decisions affecting the project for the duration of the project. This prohibition does not affect the right of the vendor(s) organization to recruit employees for projects unrelated to this contract, provided such recruitment does not create a conflict of interest.

K. CONFLICT OF INTEREST

Prior to award of any contract, the vendor(s) shall certify in writing, if requested by the State, that no relationship exists between the vendor(s) and the procuring or contracting agency that interferes with fair competition or is a conflict of interest, and no relationship exists between the vendor(s) and another person or organization that constitutes a conflict of interest with respect to this state contract. No official or employee of the State who exercises any functions or responsibilities in the review or approval of the undertaking or carrying out of the project shall, prior to the completion of the project, voluntarily acquire any personal interest, either directly or indirectly, in this contract or proposed contract.

The vendor(s) shall provide assurances that it presently has no interest and shall not acquire any interest, either directly or indirectly, which will conflict in any manner or degree with the performance of its services hereunder. The vendor(s) shall also provide assurances that no person having any such known interests shall be employed during the performance of this contract.

L. PROPOSAL PREPARATION COSTS

The State shall not incur any liability for any costs incurred by vendor(s) in replying to this Request for Proposal, in the demonstrations, or oral presentations, or in any other activity related to bidding on this Request for Proposal.

M. ERRORS AND OMISSIONS

The vendor(s) shall not take advantage of any errors and/or omissions in this Request for Proposal or resulting contract. The vendor(s) must promptly notify the State of any errors and/or omissions that are discovered.

N. BEGINNING OF WORK

The vendor(s) shall not commence any billable work until a valid contract has been fully executed by the PSAP and the successful vendor(s). The vendor(s) will be notified in writing when work may begin.

O. ASSIGNMENT BY THE STATE

The rights of the State under this contract shall be assignable to any other agency of the State with prior written notice to the vendor(s).

P. ASSIGNMENT BY THE VENDOR(S)

The vendor(s) shall not assign or transfer any interest in the contract without the prior written consent of the State.

Q. DEVIATIONS FROM THE CONTRACT

The requirements contained in the Request for Proposal become a part of the terms and conditions of the contract resulting from this Request for Proposals. Any deviations from the Request for Proposal must be clearly defined by the vendor(s) in its proposal and, if accepted by the State, will become part of the contract. Any specifically defined deviations must not be in conflict with the basic nature of the Request for Proposal or mandatory requirements. The State discourages deviations and reserves the right to reject proposed deviations.

R. GOVERNING LAW

The contract shall be governed in all respects by the laws and statutes of the State of Nebraska. Any legal proceedings against the State of Nebraska regarding this Request for Proposal or any resultant contract shall be brought in the State of Nebraska administrative or judicial forums as defined by State law. The vendor(s) must be in compliance with all Nebraska statutory and regulatory law.

S. ATTORNEY'S FEES

In the event of any litigation, appeal or other legal action to enforce any provision of the contract, the vendor(s) agrees to pay all expenses of such action, including attorney's fees and costs, at all stages of said litigation as set by the hearing officer or court if the State is the prevailing party.

T. ADVERTISING

The vendor(s) agrees not to refer to the contract award in commercial advertising in such a manner as to state or imply that the company or its services are endorsed or preferred by the State. News releases pertaining to the project shall not be issued without prior written approval from the State.

U. STATE PROPERTY

The vendor(s) shall be responsible for the proper care and custody of any State-owned property which is furnished for the vendor(s) use during the performance of the contract. The vendor(s) shall reimburse the State for any loss or damage of such property, normal wear and tear excepted.

V. SITE RULES AND REGULATIONS

The vendor(s) shall use its best efforts to ensure that its employees, agents and vendor(s) comply with site rules and regulations while on State premises.

W. NOTIFICATION

After the award of the contract, all notices under the contract shall be deemed duly given upon delivery to the staff designated as the point of contact for this Request for Proposal, in person, or upon delivery by U.S. Mail, facsimile, or e-mail. The vendor(s) shall provide in its proposal the name, title and complete address of the vendor(s) designee to receive notices.

Either party may change its address for notification purposes by giving notice of the change, and setting forth the new address and an effective date.

X. EARLY TERMINATION

The contract may be terminated as follows:

1. The State and vendor(s), by mutual written agreement, may terminate the contract at any time.
2. The State, in its sole discretion, may terminate the contract for any reason upon 30 days written notice to the vendor(s).

Y. FUNDING OUT CLAUSE OR LOSS OF APPROPRIATIONS

The State may terminate the contract, in whole or in part, in the event funding is no longer available. The State's obligation to pay amounts due for fiscal years following the current fiscal year is contingent upon legislative appropriation of funds for this contract and funds collected through surcharges. Should said funds not be appropriated or insufficient surcharge amounts be collected, the State may terminate this contract with respect to those payments for the fiscal years for which such funds are not appropriated or collected. The State will give the vendor(s)

written notice thirty (30) days prior to the effective date of any termination, and advise the vendor(s) of the location (address and room number) of any related equipment. All obligations of the State to make payments after the termination date will cease and all interest of the State in any related equipment will terminate. The vendor(s) shall be entitled to receive just and equitable compensation for any authorized work, which has been satisfactorily completed as of the termination date. In no event shall the vendor(s) be paid for a loss of anticipated profit.

Z. DEFAULT BY VENDOR (S)

The State may terminate the contract, in whole or in part, if the vendor(s) fails to perform its obligations under this contract in a timely and proper manner. The State may, by providing a written notice of default to the vendor(s), allow the vendor(s) to cure a failure or breach of contract within a period of thirty (30) days (or longer at State's discretion considering the gravity and nature of the default). **Said notice shall be delivered by Certified Mail, Return Receipt Requested or in person with proof of delivery.** Allowing the vendor(s) time to cure a failure or breach of contract does not waive the State's right to immediately terminate the contract for the same or different contract breach which may occur at a different time.

AA. ASSURANCES BEFORE BREACH

If any document or deliverable required pursuant to the contract does not fulfill the requirements of the Request for Proposal/resulting contract, upon written notice from the State, the vendor(s) shall deliver assurances in the form of additional vendor(s) resources at no additional cost to the project in order to complete the deliverable, and to ensure that other project schedules will not be adversely affected.

BB. PENALTY

In the event that the vendor(s) fails to perform any substantial obligation or to meet the dates stipulated in the contract for the deliverable under this contract, the State may withhold all monies due and payable to the vendor(s), without penalty, until such failure is cured or otherwise adjudicated.

CC. FORCE MAJEURE

Neither party shall be liable for any costs or damages resulting from its inability to perform any of its obligations under the contract due to a natural disaster, or other similar event outside the control and not the fault of the affected party ("Force Majeure Event"). A Force Majeure Event shall not constitute a breach of the contract. The party so affected shall immediately give notice to the other party of the Force Majeure Event. Upon such notice, all obligations of the affected party under the contract, which are reasonably related to the Force Majeure, Event shall be suspended, and the affected party shall do everything reasonably necessary to resume performance as soon as possible. Labor disputes with the impacted party's own employees will not be considered a "force majeure event" and will not suspend performance requirements under the contract.

DD. PROHIBITION AGAINST ADVANCE PAYMENT

Payments shall be made when contractual deliverable are received.

EE. PAYMENT

The State hereby agrees, in consideration of the covenants and agreements specified to be kept and performed by the vendor(s), to pay to the vendor(s) when the terms and conditions of the contract and specifications have been fully completed and fulfilled on the part of the vendor(s) to the satisfaction of the State. Payment will be made by the responsible agency in compliance with the State of Nebraska Prompt Payment Act (See Neb. Rev. Stat. 81-2401 through 81-2408).

FF. INVOICES

Invoices for payments must be submitted by the vendor(s) to the agency requesting the services. NPSC.

GG. AUDIT REQUIREMENTS

All vendor(s) books, records and documents relating to work performed or monies received under this contract shall be subject to audit at any reasonable time upon the provision of reasonable notice by the State. These records shall be maintained for a period of five (5) full years from the date of final payment, or until all issues related to an audit, litigation or other action are resolved, whichever is longer. All records shall be maintained in accordance with generally accepted accounting principles.

In addition to, and in no way in limitation of any obligation in the contract, the vendor(s) shall agree that it will be held liable for any State audit exceptions, and shall return to the State all payments made under the contract for which an exception has been taken or which has been disallowed because of such an exception. The vendor(s) agrees to correct immediately any material weakness or condition reported to the state in the course of an audit.

HH. TAXES

The State is not required to pay taxes of any kind and assumes no such liability as a result of this solicitation. Any property tax payable on the vendor(s)'s equipment, which may be installed in a State-owned facility is the responsibility of the vendor(s).

II. INSPECTION AND APPROVAL

Final inspection and approval of all work required under the contract shall be performed by the designated State officials. The State and/or its authorized representatives shall have the right to enter any premises where vendor(s) or vendor(s) duties under the contract are being performed, and to inspect, monitor or otherwise evaluate the work being performed. All inspections and evaluations shall be at reasonable times and in a manner that will not unreasonably delay work.

JJ. CHANGES IN SCOPE/CHANGE ORDERS

The State may, at any time with written notice to the vendor(s), make changes within the general scope of the contract. Changes in scope shall only be conducted with the written approval of the State's project coordinator. (The State retains the right to employ the services of a third party to perform any change order(s)).

The State may, at any time work is in progress, by written order, make alterations in the terms of work as shown in the specifications, require the performance of extra work, decrease the quantity of work, or make such other changes as the State may find necessary or desirable.

The Vendor(s) shall not claim forfeiture of contract by reasons of such changes by the State. Changes in work and the amount of compensation to be paid to the Vendor(s) for any extra work so ordered shall be determined in accordance with the unit prices of vendor(s)'s proposal.

Corrections of any deliverable services or performance of work required pursuant to the contract shall not be deemed a modification requiring a change order.

KK. HOLD HARMLESS

The vendor(s) agrees to hold the State harmless for all loss or damage sustained by any person as a direct result of the negligent or willful acts by the vendor(s), its employees or agents in the performance of this agreement including all associated costs of defending any action.

LL. LIMITATION OF LIABILITY

The vendor(s) agrees that there will be no limitation to vendor(s) liability under this contract.

MM. SEVERABILITY

If any term or condition of the contract is declared by a court of competent jurisdiction to be illegal or in conflict with any law, the validity of the remaining terms and conditions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the contract did not contain the particular provision held to be invalid.

NN. CONFIDENTIALITY

All materials and information provided by the State or acquired by the vendor(s) on behalf of the State shall be regarded as confidential information. All materials and information provided by the State or acquired by the vendor(s) on behalf of the State shall be handled in accordance with Federal and State Law, and ethical standards. The vendor(s) must ensure the confidentiality of such materials or information.

OO. PROPRIETARY INFORMATION

Data contained in the proposal and all documentation provided therein, become the property of the State of Nebraska and the data becomes public information upon opening the proposal. If the Vendor wishes to have any information withheld from the public, such information must fall within the definition of proprietary information contained within Nebraska's public record statutes. **All proprietary information the Vendor wishes the state to withhold must be submitted in a sealed package, which is separate from the remainder of the bid. The separate package must be clearly marked PROPRIETARY on the outside of the package.** Proprietary information is defined as trade secrets, academic and scientific research work, which is in progress and unpublished, and other information which if released would give advantage to business competitors and serve no public purpose (see Neb. Rev. Stat. §84-712.05(3)). In accordance with Attorney General Opinions 92068 and 97033, Vendors submitting information as proprietary may be required to prove specific, named competitor(s) who would be advantaged by release of the information and the specific advantage the competitor(s) would provide. Although every effort will be made to withhold information that is properly submitted as proprietary and meets the State's definition of proprietary information, the State is under no obligation to maintain the confidentiality of proprietary information and accepts no liability for the release of such information.

PP. CERTIFICATION OF INDEPENDENT PRICE DETERMINATION

By submission of this proposal, the vendor(s) certifies, that he or she is the party making the foregoing proposal that the proposal is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the proposal is genuine and not collusive or sham; that the proposer has not directly or indirectly induced or solicited any other proposer to put in a false or sham proposal, and has not directly or indirectly colluded, conspired, connived, or agreed with any proposer or anyone else to put in a sham proposal, or that anyone shall refrain from bidding; that the proposer has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the proposal price of the proposer or any other proposer, or to fix any overhead, profit, or cost element of the proposal price, or of that of any other proposer, or to secure any advantage against the public body awarding the contract of anyone interested in the proposed contract; that all statements contained in the proposal are true; and further that the proposer has not, directly or indirectly, submitted his or her proposal price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company association, organization, proposal depository, or to any member or agent thereof to effectuate a collusive or sham proposal.

QQ. PRICES

All prices, costs, terms and conditions outlined in the proposal shall remain fixed and valid commencing on the opening date of the proposal until an award is made or the Request for Proposal is cancelled.

Vendor(s) represents and warrants that all prices for services, now or subsequently specified are as low as and no higher than prices which vendor(s) has charged or intends to charge customers other than the State for the same or similar products and services of the same or equivalent quantity and quality for delivery or performance during the same periods of time. If, during the term of this contract, vendor(s) shall reduce any and/or all prices charged to any customers other than the State for the same or similar products or services specified herein, vendor(s) shall make an equal or equivalent reduction in corresponding prices for said specified products or services.

Vendor(s) also represents and warrants that all prices set forth in this contract and all prices in addition, which vendor(s) may charge under the terms of this contract, do not and will not violate any existing federal, state or municipal law or regulations concerning price discrimination and/or price fixing. Vendor(s) agrees to hold the State harmless from any such violation. Prices quoted shall not be subject to increase throughout the contract period unless specifically allowed by these specifications.

All prices shall include warranty and delivery to the purchaser. Payment will be made only for equipment and services purchased under contract.

The vendor(s) must provide a complete breakdown of cost by major item. A cost for each sub-item shall be included for equipment, software and installation. If one or more of these sub-items require no cost to the vendor and, respectively, no cost to the Purchaser, the sub-item shall be marked "No Cost."

RR. The State will compile the final scores for each proposal, technical and cost. The award may be granted to the highest scoring responsive and responsible vendor(s). Alternatively, the highest scoring vendor(s) or vendor(s)s may be requested to submit best and final offers. If best and final offers are requested by the State and submitted by the vendor(s), they will be evaluated (using the stated criteria), scored and ranked by the Evaluation Committee. The award will then be granted to the highest scoring vendor(s). However, a vendor(s) should provide its best offer in its original proposal. Vendor(s)s should not expect that the State will request a best and final offer.

SS. ETHICS IN PUBLIC CONTRACTING

No vendor(s) shall pay or offer to pay, either directly or indirectly, any fee, commission compensation, gift, gratuity, or other thing of value to any State officer, legislator or employee based on the understanding that the receiving person's vote, actions or judgment will be influenced thereby. No vendor(s) shall give any item of value to any employee of the Nebraska Public Service Commission.

Vendor(s) shall be prohibited from utilizing the services of lobbyists, attorneys, political activists, or consultants to secure this contract. It is the intent of this provision to assure that the prohibition of state contact during the procurement process is not subverted through the use of lobbyists, attorneys, political activists, or consultants. It is the intent of the State that the process of evaluation of bids and award of the contract be completed without external influence. It is not the intent of this section to prohibit Vendors from consulting legal counsel regarding terms and conditions of this Request for Proposals or the format or content of their proposal.

If the vendor(s) is found to be in non-compliance with this section of the RFP, they may forfeit the contract if awarded to them or be disqualified from the selection process.

TT. VENDOR(S) INDEMNIFICATION

The State of Nebraska will not provide indemnity for the vendor(s).

UU. NEBRASKA TECHNOLOGY ACCESS STANDARDS

Vendor(s) agrees to ensure compliance with current Nebraska Access Technology Standards. The intent is to ensure that all newly procured information technology equipment; software and services can accommodate individuals with disabilities.

Information technology products, systems, and services including data, voice, and video technologies, as well as information dissemination methods, will comply with the Nebraska Technology Access Standards. A complete listing of these standards can be found at website <http://www.nitc.state.ne.us/standards/accessibility/> and are part of the State's terms and conditions.

IV. PROPOSAL INSTRUCTIONS

This section documents the mandatory requirements that must be met by vendor(s) in preparing the Technical and Cost Proposal. Vendor(s) should identify the subdivisions of Section IV clearly in their proposals; failure to do so may result in disqualification. Failure to respond to a specific requirement may be the basis for elimination from consideration during the State's comparative evaluation.

Proposals are due by the date and time shown in the Schedule of Events. Content requirements for the Technical and Cost Proposal are presented separately in the following subdivisions:

A. TECHNICAL PROPOSAL

The Technical Proposal shall consist of four (4) sections:

- The SIGNED “State of Nebraska Request for Proposal for Contractual Services” form;
- Executive Summary;
- Corporate Overview; and
- Technical Approach.

1. REQUEST FOR PROPOSAL FORM

By signing the “Request For Proposal For Contractual Services” form, the Vendor(s) guarantees compliance with the provisions stated in this Request for Proposal, agrees to the Standard Conditions and Terms of Contractual Services and Leasing Solicitation and Offer and certifies they maintain a drug free work place.

The Request for Proposal for Contractual Services form must be signed in ink and returned by the stated date and time in order to be considered for an award.

2. EXECUTIVE SUMMARY

The Executive Summary shall condense and highlight the contents of the solution being proposed by the vendor(s) in such a way as to provide the Evaluation Committee with a broad understanding of the vendor(s) Technical Proposal.

Vendor(s) must present their understanding of the problems being addressed by implementing a new system, the objectives and intended results of the project, and the scope of work. Vendor(s) shall summarize how their Technical Proposal meets the requirements of the Request for Proposal, and why they are best qualified to perform the work required herein.

3. CORPORATE OVERVIEW

The Corporate Overview section of the Technical Proposal must consist of the following subdivisions:

a. VENDOR(S) IDENTIFICATION AND INFORMATION

The vendor(s) must provide the full company or corporate name, address of the company's headquarters, entity organization (corporation, partnership, proprietorship), state in which the vendor(s) is incorporated or otherwise organized to do business, year in which the vendor(s) first organized to do business, whether the name and form of organization has changed since first organized, Federal Employer Identification Number, and organizational charts.

b. FINANCIAL STATEMENTS

The vendor(s) must provide financial statements applicable to the firm. If publicly held, the vendor(s) must provide a copy of the corporation's most recent audited financial reports and statements, and the name, address and telephone number of the fiscally responsible representative of the vendor(s) financial or banking organization.

If the vendor(s) is not a publicly held corporation, either the reports and statements required of a publicly held corporation, or a description of the organization, including size, longevity, client base, areas of specialization and expertise, and any other pertinent information must be submitted in such a manner that proposal

evaluators may reasonably formulate a determination about the stability and financial strength of the organization. Additionally, a non-publicly held firm must provide a banking reference.

The vendor(s) must disclose any and all judgments, pending or expected litigation, or other real or potential financial reversals, which might materially affect the viability or stability of the organization, or state that no such condition is known to exist.

c. CHANGE OF OWNERSHIP

If any change in ownership or control of the company is anticipated during the twelve (12) months following the proposal due date, the vendor(s) must describe the circumstances of such change and indicate when the change will likely occur. Any change of ownership to an awarded vendor(s) will require notification to the State.

d. OFFICE LOCATION

The vendor(s) office location responsible for performance pursuant to an award of a contract with the State of Nebraska must be identified.

e. RELATIONSHIPS WITH THE STATE

The vendor(s) shall describe any dealings with the State over the previous 5 years. If the organization, its predecessor, or any party named in the vendor(s) proposal response has contracted with the State, the vendor(s) shall identify the contract number(s) and/or any other information available to identify such contract(s). If no such contracts exist, so declare.

f. VENDOR(S) EMPLOYEE RELATIONS TO STATE

If any party named in the vendor(s) proposal response is or was an employee of the State within the past 12 months, identify the individual(s) by name, State agency with whom employed, job title or position held with the State, and separation date. If no such relationship exists or has existed, so declare.

If any employee of any agency of the State of Nebraska is employed by the vendor(s) or is a vendor(s) to the vendor(s), as of the due date for proposal submission, identifies all such persons by name, position held with the vendor(s), and position held with the State (including job title and agency). Describe the responsibilities of such persons within the proposing organization. If, after review of this information by the State, it is determined that a conflict of interest exists or may exist, the vendor(s) may be disqualified from further consideration in this proposal. If no such relationship exists, so declare.

g. CONTRACT PERFORMANCE

If the vendor(s) or any proposed vendor(s) has had a contract terminated for default during the past 5 years, all such instances must be described as required below. Termination for default is defined as a notice to stop performance delivery due to the vendor(s) non-performance or poor performance, and the issue was either not litigated due to inaction on the part of the vendor(s), or litigated and such litigation determined the vendor(s) to be in default.

It is mandatory that the vendor(s) submit full details of all termination for default experienced during the past 5 years, including the other party's name, address and telephone number. The response to this section must present the vendor(s)

position on the matter. The State will evaluate the facts and will score the vendor(s) proposal accordingly. If no such termination for default has been experienced by the vendor(s) in the past 5 years, so declare.

If at any time during the past 5 years, the vendor(s) has had a contract terminated for convenience, non-performance, non-allocation of funds, or any other reason which termination occurred before completion of all obligations under the initial contract provisions, describe fully all such termination including the name and address of the other contracting party, and the circumstances surrounding the termination. If no such early termination has occurred, so declare.

h. VENDOR PERFORMANCE

The vendor will furnish all necessary labor, tools, equipment and supplies to perform the required services at the PSAPs represented by the Vendor. The Vendor's authorized representative will decide all questions that may arise as to the quality and acceptability. Vendor's authorized representative, performance becomes unsatisfactory, the Vendor will notify the Proposer.

The Vendor will have five (5) days from the date it has received notification to correct any specific instances of unsatisfactory performance. In the event the unsatisfactory performance is not correct within the time specified above, the PSAP will have the immediate right to complete the work to its satisfaction and to deduct the costs of correction from any balances due or to become due. Repeated incidences of unsatisfactory performance may result in termination of contract default.

i. SUMMARY OF VENDOR(S) CORPORATE EXPERIENCE

The vendor(s) shall provide a summary matrix listing the vendor(s) previous projects similar to this Request for Proposal in size, scope and complexity. The State will use three narrative project descriptions submitted by the vendor(s) during its evaluation of the proposal.

The vendor(s) must address the following:

- i. Vendor(s) must provide narrative descriptions to highlight the similarities between their experience and this Request for Proposal. These descriptions must include:
 - 1) the time period of the project;
 - 2) the staff-months expended;
 - 3) the scheduled and actual completion dates;
 - 4) the vendor(s) responsibilities;
 - 5) **for reference purposes, a customer name (including the name of a contact person, a current telephone number, a facsimile number and e-mail address); and**
 - 6) Each project description shall identify whether the work was performed as the prime vendor(s) or as a vendor(s). If a vendor(s) performed as the prime vendor(s), the description must provide the originally scheduled completion date and budget, as well as the actual (or currently planned) completion date and actual (or currently planned) budget.

- ii. Vendor(s) and vendor(s) experience must be listed separately. Narrative descriptions submitted for vendor(s) must be specifically identified as vendor(s) projects.
- iii. If the work was performed as a vendor(s), the narrative description shall identify the same information as requested for vendor(s) above. In addition, vendor(s) shall identify what share of contract costs, project responsibilities, and time period were performed as a vendor(s).

j. SUMMARY OF VENDOR(S) PROPOSED APPROACH

The vendor(s) must present a detailed description of its proposed approach to the management of the project.

- i. The vendor(s) shall include the proposed project team organization charts showing the following specific details:
 - 1) the team leader level functional responsibilities.
 - The functional responsibilities shall include interactions and reporting requirements of each organizational unit at each level.
 - 2) key personnel and descriptions of key positions and resumes of the proposed personnel.
 - The resumes, at a minimum, shall be required for the key personnel positions of the project manager and the technical team managers.
 - The State will consider the resumes as a key indicator of the vendor(s) understanding of the skill mixes required to carry out the requirements of the Request for Proposal in addition to assessing the experience of specific individuals.
 - If project management or other listed key person responsibilities are assigned to more than one (1) individual during the project, resumes must be provided for each person proposed. Conversely, if one (1) individual is going to fill multiple roles only one resume for the individual should be provided.
 - Resumes must not be longer than three (3) pages. Resumes shall include, at a minimum, academic background and degrees, professional certifications, understanding of the process, and at least three (3) references (name, address and telephone number) who can attest to the competence and skill level of the individual.
- ii. The vendor(s) shall provide a staff skills matrix to summarize relevant experience of the proposed staff. The vendor(s) must provide a narrative description of experience each key staff member has in the areas relevant to this Request for Proposal. Descriptions shall focus on key staff experience. Vendor(s) and vendor(s) staff experience shall be shown separately.
- iii. The vendor will provide a clear and complete description of the proposed system. The description will be sufficient to enable the evaluation committee to determine that the proposal satisfies the RFP requirements and meets the needs of NPSC. The description may be augmented by the inclusion of

operations manuals, but it is the vendor's responsibility to provide the requires documentation in the body of the proposal

k. VENDOR(S)

If the vendor(s) intends to subcontract any part of its performance hereunder, the vendor(s) must provide:

- i. name, address and telephone number of the vendor(s);
- ii. specific tasks for each vendor(s);
- iii. percentage of performance hours intended for each subcontract; and
- iv. total percentage of vendor(s) performance hours.
- v. Copy of written agreement or contract between the Vendor and the subcontractor to NPSC as a component of the proposal if available.

4. TECHNICAL APPROACH

The technical approach section of the Technical Proposal must consist of the following subsections. Understanding of the Project Requirements;

- a. Proposed Development Approach;
- b. Technical Considerations;
- c. Detailed Project Work Plan; and
- d. Estimated Deliverables and Timelines.

B. COST PROPOSAL REQUIREMENTS

This section describes the requirements to be addressed by vendor(s) in preparing the Cost Proposal. The vendor(s) must submit its Cost Proposal in a section of the proposal that is separate from the Technical Proposal section.

The State reserves the right to review all aspects of the Cost Proposal for reasonableness and to request clarification of any proposal where the cost component shows significant and unsupported deviation from industry standards or in areas where detailed pricing is required. The component costs of the firm, fixed price proposal for providing the services set forth in the Request for Proposal must be provided by submitting forms substantially equivalent to those described below.

- 1. Pricing Summary - This summary shall present the total firm fixed price to perform all of the requirements of the Request for Proposal.
- 2. Supporting documentation of any other costs - Any costs included in the firm, fixed price that are not covered in the pricing summary must be summarized and labeled "Other Costs". The vendor(s) must include details in the Cost Proposal supporting any and all other costs. These details must include, at a minimum, detailed descriptions and/or specifications of the goods and/or services to be provided, quantities, and timing and unit costs, if applicable.
- 3. All prices shall include warranty and delivery to the purchaser. Payments will be made only for equipment and services purchased under contract.
- 4. The vendor(s) must provide a complete breakdown of cost by major item. A cost for each sub-item shall be included for equipment, software and installation. If one of more of these sub-items requires no cost to the vendor and, respectively, no cost to the Purchaser, the sub-items shall be marked "No Cost."

5. Price evaluation will be based upon the vendor's base price and any proposed options that may be judged by the NPSC to be necessary for a complete and working system that meets the intent of this RFP.

C. PARTS

The vendor shall certify that they maintain a stock of replacement parts, located within the United States, for each item included in this equipment, and shall be in the position to replace such parts as may be required for a period consistent with the life of the equipment of for 8 years, whichever is longer.

D. WARRANTY, SPARE PARTS

During the First Year New System Warranty Period following the date of final acceptance, the Vendor shall, upon notification by the PSAP/NPSC of any malfunction, make the necessary repairs, including labor and materials, at the Vendor's expense.

E. SERVICE FACILITY

The Vendor shall identify the location of, or establish by the date of equipment delivery, a factory-trained and certified facility equipped with the instrumentation necessary to provide service on the proposed system.

F. SERVICE REPORT

The Vendor shall furnish a service report to (city, county name, NPSC) upon completion of each maintenance call and maintain a service record for each piece of equipment serviced. A copy of this record shall be kept at the PSAP and sent to NPSC. The report as a minimum shall include the following:

1. Date and time notified (verified and initialed by PSAP Supervisor on Duty);
2. Date and time of arrival (verified and initialed by PSAP Supervisor on Duty);
3. Type and model number(s) of equipment serviced;
4. Time spent for repair;
5. Time the repair was completed;
6. Service that was completed;
7. Description of the malfunction;
8. List of parts replaced; and
9. Action taken to prevent reoccurrence.

G. DETAILED EQUIPMENT SPECIFICATIONS

Proposals will be rejected that do not have the detailed specifications, and any other data specifically requested. Technical data sheets containing detailed specifications shall be provided as part of the Vendor proposal.

H. QUANTITIES

Quantities specified in the specification are the best estimates of needs and are submitted to establish unit prices. The Vendor agrees to accept orders for items on this list at the prices quoted for a period of two years from the date of the order selecting the vendors, subject to an adjustment tied to the cost of living. Indicate on the proposal item schedule whether you will extend your prices for these potential additional purchases. Your response may be a factor in the award.

I. AS BUILT MANUAL AND DRAWINGS

After system acceptance, the vendor shall furnish “as built” manuals and drawings documenting any changes during installation.

J. PERMISSION TO PROCEED

Vendor(s) must obtain County/PSAPs E911’s permission before proceeding with any work necessitating cutting into or through any part of a building structure.

K. PAYMENT SCHEDULE

The payment schedule for the project, with the exception of post implementation support, is tied to specific dates and deliverables. No invoice will be approved unless the associated deliverable(s) have been approved and met. Invoices for post implementation and maintenance support will be monthly based on the number of hours used during the month.

Invoice Date

15th of Each Month

For Payment end of Month

Deliverable(s)

Successful Implementation of Project

L. ALTERNATIVE PROPOSALS

The State, at its sole discretion, may entertain alternative proposals, or proposals which deviate from the Request for Proposal requirements, provided the vendor(s) also submits a proposal for the work described herein. Alternative proposals may be considered if overall contract performance would be improved but not compromised, and if they are in the best interests of the State of Nebraska. Alternative proposals must be accompanied by a separate Technical Proposal, which clearly identifies deviations from the primary proposal, and allows such deviations to be fully evaluated. A full cost proposal for each alternative proposal must be submitted in accordance with the requirements of this Request for Proposal. Alternative proposals will be evaluated only after the primary proposal has been evaluated.

FORM A

INTENT TO ATTEND PRE-PROPOSAL CONFERENCE

RFP Number 911-II-04

Vendor(s) Name:	
Vendor(s) Address:	
Contact Person:	
E-mail Address:	
Telephone Number:	
Fax Number:	

Notification of attendance should be submitted to the Nebraska Public Service Commission via e-mail (kthielen@mail.state.ne.us) facsimile (402-471-0214), hand delivered or mail by the date specified in the Schedule of Events.

FORM B

INTENT TO RESPOND TO RFP

RFP Number 911-II-04

i)

Vendor(s) Name:	
Vendor(s) Address:	
Contact Person:	
E-mail Address:	
Telephone Number:	
Fax Number:	

Potential vendor(s) should hand deliver, return by facsimile or e-mail the “Notification of Intent to Bid Form” to the contact person shown in Section II-A. It is preferred that Form B, Notification of Intent To Bid, be sent via e-mail to kthielen@mail.state.ne.us but may be hand delivered or sent via facsimile to 402-471-0214.

M. SYSTEMS DESIGN

The Nebraska Public Service Commission program is soliciting responses to this Request for Proposal (hereinafter RFP) from qualified vendors regarding their proposed solution to provide and fully implement, GIS Data development, equipment and software at the several PSAPs that would meet the state's needs for Phase I and Phase II wireless E9-1-1. The systems provided must be capable of displaying Phase I and Phase II wireless, as well as wireline Automatic Location Identification (hereinafter ALI) data onto a properly constructed GIS base map, using the ALI associated with an Enhanced 9-1-1 call.

As alluded to above, the system provided must, also have the ability for open architecture to integrate/incorporate the wireline ALI capability, AVL, CAD etc, if a PSAP desires to do so, at their own expense.

The system should have the ability to automatically generate a map display initiated by the ALI received when a 9-1-1 call is placed to the PSAP. This display will be generated from the ALI address or the Phase 1 cell site and sector coverage location or the caller's coordinate information provided in the ALI data stream.

In addition to the above request, the Nebraska Public Service Commission is soliciting proposals to this RFP from qualified vendors to provide and install Phase II compatible E9-1-1 equipment for those PSAPs identified by NPSC.

A Vendor may reply to any combination of the 4 categories that they have services/products capable of meeting the minimum requirements:

- Base Map Data Development
- GIS Integrated Mapping Software
- GIS Stand Alone Mapping Software
- ANI/ALI Controller

Vendors will be asked to provide a functional GIS software demo system for staff to review internally, prior to proposal submission. During this review phase, all software will be treated as proprietary information and will not be shared with anyone outside of the Commission and Commission staff. All copies of said software will be returned after approved vendors are chosen.

Changed 6/14/04

1. Functional Features

Regardless if proposing a Base map data development, integrated or standalone system or ANI/ALI Controller/CPE the following are required and desired features of the each. Vendors shall reprint each required and desired functional feature with their proposal response. For each described feature, the proposal shall provide a response compliance code. The response compliance code shall be inserted in bold-faced type after each requirement. Response codes, which warrant narrative explanation, shall be followed by the appropriate narrative as prepared by the vendor. Complete substantive narrative answers are required. Non-specific answers or blanks may be considered unresponsive. Vendors shall use the following response codes in preparing their answers to these desired and required attributes.

The vendor should provide detailed explanations, which include screen shots to show how this information is accessed.

COMPLIANCY TABLE

Response Code Meaning

"C"	Comply – The proposed solution will fully meet this requirement because it currently exists as a standard feature or function in the base application software.
"CA"	Complies with Alternative Solution – The proposed solution will meet this requirement through an alternative solution.
"S"	Surpasses - The proposed solution surpasses this requirement because it offers additional features, functions, or enhancements to that required by the attribute statement and as thoroughly explained in the narrative.
"D"	Does not comply – The proposed solution does not fully comply with this requirement. The vendor will <u>not</u> meet this requirement in its entirety.
"T"	Available through a Third party – This requirement can be met by a software module that the vendor has arranged to use through a third party contract. The unit of software or software module must be designed for seamless integration with the base application software. Vendor's existing product costs for the separate unit of software or module are included and clearly identified in cost quotation
"CS"	Customize – The requirement can be met by altering the proposed software to meet the requirements and specifications. Costs for customizing software are included and clearly identified in cost quotation. Vendor also must commit to completion of any custom software as part of the initial installation.
"EX"	Explanation – Response requires an answer to a question rather than a stated requirement. Example, "What language is the application written in?" Vendor should use the "EX" code and provide answers following the desired or required feature.

Changed 6-9-04

a. BASE MAP DATA DEVELOPMENT

1. Overview

The Vendor is required to provide project management and coordination during the entire duration of the project. If a different Vendor is providing the software, it will be necessary that there is coordination between the two Vendors. It will be necessary for base map development Vendor to meet the software specifications. At a minimum, monthly status reports are to be provided to the NPSC/County.

The vendor would be required to create a digital centerline file with the utilization of existing aerial images. The NPSC will provide the aerial images. The centerline file will be digitized (Heads up digitizing) from the color 2003 DOQ's. The vendor must create the centerline by digitizing the road centerlines. The final centerline file will be a base map depicting all public roadways within the county. The vendor will be required to add the DOQ's into the dispatch mapping system.

1. Map files must be provided as either MapInfo tables or ESRI shapefiles.
2. Map layers must be provided in a standard projection or coordinate system, or lat/long.
3. The map files must be modified to reflect the addressing systems of both rural and city addressing systems. Each PSAP will supply a description of the addressing system(s) in place in the rural portions of the county. The vendor will contact all cities in order to gather the city addressing info. Once the data is gathered the vendor will be able to update the map layers.

2. Map Layers

The following map layers are required in the dispatch mapping system:

- i. **Street** (Interstate, US, State, County, Township and Roads) centerlines.
 - a. Line
 - b. MSAG valid road names (Each PSAP will supply the MSAG to the vendor)
 - c. Address ranges must be applied to line segments; odd/evens and high/low ranges must be MSAG valid. (Each PSAP will supply the addressing scheme and unique addressing situations to the vendor)
 - d. Line segments must be broken at Emergency Service Zones.
 - e. Line segments must be broken at intersections.
 - f. Each line segment must be broken at no more than one-mile intervals
 - g. Mile Markers on Major Interstate HWY (I80)
 - h. Geographic reference based on heads-up digitizing from the State of Nebraska 2003 Color DOQs at a scale of 1:386 feet

The following files are publicly available. The files must be enhanced by the vendor for use in the dispatch mapping system.

- ii. **Railways**
 - a. Line
 - b. Publicly available data
 - c. Mile Markers
 - d. RR Crossings
- iii. **Boundaries**
 - a. Polygon
 - b. Must be attributed with political boundary name (City, Township, County, etc.)
- iv. **Areas (Parks, Cemeteries, etc.)**
 - a. Polygon/Point
 - b. Must be attributed with name
 - c. Publicly available data
 - d. Hazardous Facilities, Power Plants, Substations
- v. **Water features**
 - a. Line/Polygon
 - b. Must be attributed with water feature name.
 - c. Publicly available data
 - d. Mile Markers on Navigable Rivers
- vi. **Fire Districts**
 - a. Polygon
 - b. Must be attributed with Fire Department/Responder information
- vii. **Ambulance Service Boundaries**
 - a. Polygon
 - b. Must be attributed with Ambulance responder information

viii. Law Enforcement Areas

- a. Polygon
- b. Must be attributed with Law Enforcement Responder information

ix. Emergency Service Boundaries

- a. Polygon
- b. Must be attributed with Emergency Responder information and Emergency Service Number- must be MSAG valid.

The vendor creates the following files from cell data supplied by the NPSC/WSP:

x. Cell Tower Locations

- a. Point
- b. Attributed with cell tower number and address

xi. Cell Coverage

- a. Polygon representing the coverage area for each Sector or Omni coverage.
- b. Must be attributed with wireless carrier name, unique id/address as displayed in the ALI data, and sector number.

3. Collection of Data

The Vendor will be required to work with the NPSC and County/PSAP for the collection of necessary source documents, digital data and information for the development of the map layers.

The Emergency Service Zone layers are created by the vendor from information (hard copy or digital maps layers) supplied by each County/PSAP.

4. Implementation

The Vendor will provide the map data to the Nebraska Public Service Commission program and County in a standard GIS format, either ESRI shape files or MapInfo tables. Vendor will identify the options available for delivery of information with future expansion requirements into a centralized repository.

5. Maintenance

The Vendor must identify options for map data maintenance. The Vendor may wish to offer additional services and/or software for the maintenance of the map data. Vendor must identify the costs for map data maintenance. Vendor will identify the options available for delivery of information with future expansion requirements into a centralized repository.

b. THEORY OF OPERATION - FOR DISPATCH MAP DISPLAY SYSTEM

The following paragraph describes the theory of operation of the desired GIS/Mapping display system.

The Dispatch Map Display System shall allow for the automatic location of the specific address of the caller upon receipt of a wireline E9-1-1 call. In addition, if an operator receives a call on a non-911 administrative line, they must have the ability to locate the verbally received address on the map. The system must also be capable of identifying and accurately displaying locations for Phase I and Phase II wireless 9-1-1 calls. This system shall be capable of capturing and extracting the pertinent information from the E9-1-1 data stream provided by the data base provider. The base map with associated street, intersection and any pertinent map features, along with an icon depicting the caller's location shall be completely drawn within 2 seconds of the time that a ANI/ALI packet is received from the ANI/ALI controller. The system should also be able to display the appropriate emergency responders for the received call. For Phase I wireless, the system should be able to display all applicable emergency responders for the cell site and sector through which the call was processed. If the telephone equipment in the communications center initiates an ALI "Rebid" for wireless and /or wireline calls due to change of location or other factors, the system must be able to incorporate the ability to process and display ALI "Rebids". Any limitations on the rebid process imposed by the software shall be described in the proposal response.

If the ALI Database returns an MSAG valid address, the system will display an icon associated with the location of that address. The icon should be unique in shape and/or color depending upon the type of call being processed (wired vs. wireless). If the call was placed from a wireless phone and contains properly delivered coordinate data, the system will plot the location and associated data, which resides on the client workstation.

The system must recognize the unique nature of incoming wireless E9-1-1 calls and for Phase I calls depict the actual location of the cell site and sector through which the 911 call was processed as well as the approximate radio (wireless) coverage area provided by that cell site sector. The vendor's proposal shall include an explanatory discussion on how the coverage area footprint of the wireless site is derived and maintained as well as commentary on how accurate the information will be in processing calls.

For Phase II wireless E9-1-1, the system shall display the location of the wireless caller based on the latitude and longitude provided by the wireless carrier. If the delivered E9-1-1 call fails to include appropriate coordinate data, the system should automatically display the Phase I wireless site and sector information of the caller. In every case, the PSAP employee shall have the ability to override the delivered ANI/coordinate data and manually cause a location to be plotted by address or latitude/longitude.

c. GIS Integrated Mapping--

The vendor must be capable of providing a Windows™ based dispatch-mapping system for the automatic mapping of both wireless and wireline 911 calls. The mapping software must be directly integrated with the 911 CPE and be capable of capturing and extracting the pertinent information from the E-911 data stream provided by the telephone company.

Dispatch Mapping Features

1. The software must be a fully functional desktop-based dispatch mapping system. The user must be given full command of the map view through Magnify, Zoom and Pan functions, and be able to modify individual map layers. The user should also be given a wide selection of edit tools for modifying the map, including line and polygon creation or edit tools, and text tools for labeling or annotation of the map. The software also must support most common printers and plotters.
2. The configuration tool shall be made available on every PSAP map server. The configuration tool shall provide PSAP managers and supervisors the ability to define the look and feel of the map interface at their PSAP. The configuration tool shall provide a suite of tools that shall define the degree of flexibility and functionality of the map viewer. These tools shall provide the ability to add or remove any menu or toolbar to the map view interface, as well as specify the size, location and number of map view windows and provide the capability of locking map view windows and toolbars so they cannot be moved.
 - a.) System shall provide a configuration tool
 - b.) Shall provide for the configuration of a cross reference between the ALI format and GIS data structure
 - c.) Shall provide for the configuration of different location information processing methods based on classes of service and provider
 - d.) Shall provide for the configuration of the display properties of derived wireless coverage areas
 - e.) Shall provide for the configuration of layer properties, including minimum and maximum zoom levels for display control labeling and rich rendering options.
 - f.) Shall provide for the configuration of the GIS data coordinate system.
 - g.) Shall provide for the configuration of which GIS layers and fields will be searched for location information.
 - h.) The configuration tool shall allow a virtually unlimited amount of layers to be configured for automatic and manual searches.
 - i.) The configuration tool shall provide the ability to define the order of layers searched (for manual searches) within all defined layer.
 - j.) The configuration tool shall support point, polygon and line GIS layers for searching.
 - k.) The configuration tool shall support the ability to enable or disable features based on user role. Disabling selected features should remove them from any tool bar, menu or shortcut key access.
 - l.) The configuration tool shall allow the administrator to define what system messages are presented to the users.
 - m.) The configuration tool shall provide the ability to specify how long calls are displayed in the map viewer before they are removed. A log that can be configured by the administrator as to the number of calls to display before the oldest calls are deleted. The user should be able to select a number from the display list and have the map display the location of the call.

- n.) The configuration tool shall provide the ability to have standardized fixed views for the map viewer and allow the user to save their display environment. This saved configuration shall be persistent on future logins and shall allow any user to use any workstation and use their saved display environment.
3. The map viewer shall be available on all PSAP workstations. The map viewer shall be a highly configurable interface that shall provide all functionality needed for location of 911 calls regardless of the source (wireline or wireless). Tools in the interface that are commonly used should be easily accessed on a toolbar, while features not typically needed for immediate navigation or call location should be placed in drop down menus. The map viewer shall support multiple map views, independent of one another, but directly linked to an overview map. Thus the changes in scale to a map view shall change the area defined in the overview map and vice versa. A minimum of two map view windows shall be present at all times in the map viewer. One map viewer shall be the overview map and display all calls at the PSAP; the second window shall be for the display of the current call. The map viewer interface should automatically promote the map view related to the current call in front of any map view, toolbar, or menu when a new call is sent from the CPE. The software must be able to clearly map multiple 911 calls.
- a.) Shall support industry standard TCP/IP protocol for network transport and transmitting messages between workstations. Non-IP protocols will not be accepted.
 - b.) Shall have native support of ESRI shape files, CAD drawing and image files, Map Info tables, ARC info coverage's, AUTOCAD DWG's and DXF's and Microstation DGN to provide flexibility for future change.
 - c.) Shall be able to display all incoming calls as well as calls answered by other users at different workstations within the PSAP.
 - d.) For Multiple workstation systems the software must allow for the display of all active 911 calls at all answering positions. The administrator must be able to configure the system to display calls for differently for positions that answer the call than for positions that did not answer the call.
 - e.) Shall be able to display manually entered locations.
 - f.) Shall support multiple concurrent map views, each with its discrete properties, such as displayed layers.
 - g.) Shall be able to geo-code and display the address of the mouse pointer using street ranges and address points as the source via the use of tool tips. Address range text shall be rendered differently then address point text.
 - h.) Shall allow for free form measurement between points. Distances shall be calculated accurately from projected data.
 - i.) Shall allow on the fly conversion of the units of measurement, should be able to display in multiple formats (i.e. feet, miles, and meters).
 - j.) Shall have the option to display a table of contents for the layers rendered in the map view. All layers shall be visible in the table of contents, but layers defined as default by supervisors or administrators shall not have the option of being toggled on or off. Any layer that is not defined as a default layer should have the option of being toggled on or off.
 - k.) Shall allow panning and zooming of the main map window associated with each overview map

- l.) Systems must be able to define map scale when the call is initially plotted and varied base on rural vs. urban.
 - m.) System must display landmarks (text or graphics) such as churches, water towers, electric substations, mile markers, etc...
 - n.) Systems must have the ability to be configure and customize in the field the mapping software to meet NPSC's or the PSAPs future needs.
 - o.) System must generate a map display automatically and quickly (less then 1.5 seconds) from the ALI datastream, or manually from entered coordinates or address.
 - p.) An administrator customizable list of present map views that can be accessed by the user
 - q.) A movable magnification tool the user can use to temporarily enlarge a section.
 - r.) A map tip tool that displays attributes from a map data when the mouse is hovering over a map feature. The window should be translucent to allow the user to see the map data behind the map tip. The map tip should allow for multiple lines of information from multiple map layers. The administrator should be able to configure the information to be displayed, the labels for the information and the level of translucency of the tip window.
 - s.) A tool to allow the user the ability to turn map layers off and on. The list of allowable layers the user can control must be configurable by the administrator and be assignable by individual or group.
 - t.) An administrator configurable map layer of a single image per location that can be easily accessed by the user with the point and click of a mouse.
4. The core functionality of the map viewer shall be related to immediately displaying the location of a 911 call as it is passed from the CPS. The map view related to this information shall be referred to as the Emergency Display. This map view should provide the user with the most information available to the location of the call, with the minimum amount of intervention by the user. In the event that no location information is passed from the CPE, the Emergency Display shall wait for user input as location information is collected from the caller.
- a.) Shall automatically display the locations from 911 calls.
 - b.) Shall be able to display manual ALI database requests.
 - c.) Shall be Phase I and Phase II compliant.
 - d.) Shall be able to display different icons for different objects, such as landline, wireless Phase I, wireless Phase II, incidents, push pins etc.
 - e.) Shall be able to display derived cell tower coverage, actual cell tower coverage or RF coverage.
 - f.) Shall be able to prioritize the search for roads to those in the sector coverage area.
 - g.) Shall support repeat ALI.
 - h.) Shall update call location after a repeat ALI.
 - i.) Shall set different error tolerances based upon the carrier type of location technology, or real time error provided by the carrier in the ALI.
 - j.) Shall track accuracy of coordinate vs. sector footprint and the record flagged whenever the coordinate falls outside of the sector coverage.
 - k.) Shall be able to visually differentiate between call states such as unanswered, answered, disconnect, emergency and non-emergency.

- l.) Shall display all available information on a selected object. This includes object information and GIS data.
 - m.) Shall allow users to select which object in a multiple object situation to display on top.
 - n.) Shall use a different icon for locations with multiple objects displayed at that location.
 - o.) Shall allow the ability to place and label "push pins" onto a map window by manually entering a location and/or clicking on a location.
 - p.) Shall allow for the ability of the user to manually change the location of an object (call locations, incident locations, push pins)
 - q.) The software must use unique symbology to clearly depict the most current 911 call, in addition to calls received in the past.
 - r.) The software must have functionality to zoom to a larger map scale to clearly show the location of a 911 call.
 - s.) Shall allow user to instigate a query of map layers
 - t.) Shall allow user to clear all address location symbols and text call information and any wireless coverage sectors.
5. The search tools should be provided via a drop down menu in the map viewer. These are a set of tools that shall allow the user to determine the location of a 911 call when no location information is passed from the CPE. The functionality shall allow the user to enter any type of location information and return a list of possible candidates appropriate for that query.
- a.) Shall provide a single field of entry for location information including address, commonplace name, street name and intersection.
 - b.) Shall allow for searching by latitude and longitude coordinates.
 - c.) Shall allow for on the fly conversion of latitude and longitude from degrees minutes seconds to decimal degrees.
 - d.) Shall display a list of intersecting streets for intersection searches where only one street was entered.
 - e.) Shall allow for the user to enter two street names and have the map display the intersection of the streets. If no intersection is found, an error message should appear.
 - f.) Shall allow for ambiguous search results shall display a list of possible matches based on the user entry.
 - g.) Shall provide ability to print, fax or export the evacuation zone addresses. Should have the ability to populate a fax sheet with an overview map, detailed map, the X,Y coordinates in multiple formats (i.e. Decimal Degrees and Degrees Minutes Seconds), Responder list, ALI information, phone number, a place for user types comments, North direction indicator and an information window that displays Date and Time and any other pertinent information as configured by the administrator.
 - h.) The fax should allow for manual dialing and/or preprogrammed speed dialing. Should be the ability to display at least 8 preprogrammed phone numbers per ESN. User must be able to select the number of copies that are to be sent to associated phone number. The fax feature shall manage/gate the sending of multiple faxes, provide an activity logs and be compatible with any class 1, 2 or 2.9 Fax modem and multi-modem card.

- i.) A tool that allows the user to search map layers to find closest features to a location. (i.e. fire hydrants, fire departments, EMS departments etc.).
 - j.) A spatial search tool. Spatial searches e.g. point of polygon, and the computation, tabulation and mapping of summary statistics. The subsequent extracted information should be exported to a file. An example of spatial search is all phone numbers within a ½ mile radius of a particular address with the information to be used for reverse 911 dialing systems.
6. System must display a navigatable geographic map display for wired E9-1-1 calls, wireless E9-1-1 Phase I calls and wireless Phase II calls in the following general manner and based on the following data. The software must also be capable of identifying, processing and displaying Phase 1 and Phase 2 Wireless 911 calls. The software must recognize the unique nature of incoming wireless E-911 calls, and depict the actual location of the cell site of origination of that wireless E-911 call as well as the radio coverage area provided by that cell site. Wireless service providers are required to insert wireless E-911 calls into the normal E-911 call delivery network and provide information as to the location of the cell site of origination and the wireless caller's 10-digit call-back number.
- a.) Wired E9-1-1 Calls - The ALI address provided in the ALI data packet form the E9-1-1 Service Provider
 - b.) Phase I Wireless E9-1-1 Calls – The cell site or cell sector unique identifier provided by the pANI or the ALI data, which defines the tower and sector of that tower the 9-1-1 call originated through. The map must display the, ESNs, communities, address ranged street center lines for the sector, tower locations as well as visual indication of the approximate area covered by the radio signals for the calls originated through that cell sector. The system must also display poloygon cell sector coverage depiction.
 - c.) Phase II Wireless E9-1-1 Calls – The system shall react to the provisions of the caller's latitude and longitude by the wireless carrier as reflected in the ALI data packet provided by the 9-1-1 Service Provider. The system shall plot an icon on the map at the reported latitude and longitude, and provide the instant ability for the call taker to determine the theoretical address, community name, and ESN of the point on the map at which the caller's icon was placed.
 - d.) If the system does not receive the X,Y coordinates for a Phase II wireless call, the system should automatically display the Phase I sector and information.
7. Security measures defined by user level access shall determine what functionality is enabled upon login. The security measures should be implemented on any software provided as part of this contract. The security hierarchy shall be comprised of a minimum of three levels: end users, supervisors and administrator. For example the administrator shall have access to all functionality and shall be able to define what functionality is inherited by the supervisor role, and the supervisor role shall in turn define what functionality is inherited by the end user role. However, the security hierarchy should be expandable if needed.

- a.) Only end user functionality shall be provided in the event that no login is required.
 - b.) Shall support multiple roles per user, such as call taker, dispatcher, radio operator, supervisor and administrator
 - c.) The administrator should be also be able establish rights and privileges for a default group which can bypass the need of individual and/or group user logon.
 - d.) Shall allow for easy addition of users, additional workstations and software functionality
 - e.) Shall allow the administrator to configure access for internet/intranet "restricted" access web browser. (i.e. Weather data, news sites, or HTML pages stored on a local workstation or LAN)
8. The navigation tools provided for the map viewer should be placed on a tool bar for easy access. ESRI's standard set of navigation tools including pan, fixed zoom in/zoom out, zoom to full extent, zoom in/zoom out based on rectangle drawn on the map view using the mouse, as well as to previous extent(s) and forward to current extent should all be included. Additional tools should also provide the ability to see the current X,Y location of the mouse pointer, or pan the map to a new location based on user entered coordinates. The option of using hot keys for commonly used navigation tools should also be available.
- a.) Shall support entry and centering of manually entered latitude and longitude (X,Y) coordinated in decimal degrees (DD), degrees-decimal minutes (DDM), or decimal minutes seconds (DMS).
 - b.) Shall support zoom to full extent.
 - c.) Shall support the ability to center the map on new location by point and click of the mouse.
 - d.) Shall support the ability for the user to make temporary map features in the individual map window without administrator intervention. The annotation may be a point, a line, a polygon, text or a symbol. The feature should be able to be accessible by the user, by workstation, by group or by all connected PSAP workstations.
9. Discrepancy Management system shall be accessed through the map viewer and provide a complete set of tools for defining the cause of the discrepancy. The Discrepancy Management system shall allow the user to enter information at any point during the current call and additionally allow the user to review any previous call to create a discrepancy record. All discrepancies created shall be logged to the PSAP map server. The administrator shall be able to view, update and edit the status of each discrepancy.
- a.) Shall utilize an integrated discrepancy tracking system that enables the user to capture ALI and GIS discrepancies in a format that can be transmitted to a central location for resolution and provide detailed reports on the status of each discrepancy.
 - b.) Map maintenance should be accomplished with the use of a separate map maintenance tool on a PC separate from those utilized for call plotting in the communications center. A method must then be available for propagating the map updates to the user workstations. Shall store a map image of the GIS discrepancy
 - c.) Shall allow for "redlining" of the map image captured for the discrepancy.

- d.) Shall allow the ability to automatically populate fields such as user ID, date, time, ALI, and other unique information that cannot be modified.
 - e.) Shall Log calls to a local database so that discrepancies can be created later as the user has time or as necessary.
 - f.) Shall have an update feature that allows created discrepancies to be modified by the user.
 - g.) Shall allow for reporting of system wide discrepancy.
 - h.) Shall allow for user to enter an error report for errors in either the ANI/ALI or GIS databases. For ANI/ALI errors the form should have the ability to be auto populated with the received E9-1-1 call info and have fields for the user to list the correct information. For GIS errors the user should be able to populate the form with a map view and have a field enter text discussing the error. The user should have the ability to Email, save and/or print the report.
10. The software must also be equipped with an AutoFax option. This option must be able to either automatically fax a copy of the display to a number determined by the call location, or the operator must be able to manually initiate the fax. If the local database option is selected, the user must also be able to fax the database record associated with the call.
11. Application Programming Interface (API)

The 911 Mapped ALI software shall provide an open API providing tools to develop interfaces with any CPE, CAD, or AVL currently in use in the State. These interfaces shall be related to providing additional information in the map viewer regarding call location, call type, call source, incident location, incident type, unit status, unit id and unit locations.

- a.) The API shall provide tools to accept ANI/ALI information from any CPE.
- b.) The API shall provide tools to be able to display different icons for different objects passed from the CPE, such as landline, wireless Phase I, and wireless Phase II calls.
- c.) The API shall provide tools to create, modify the location of and delete incidents that will be passed to the CAD system.
- d.) The API shall provide tools to display the location of CAD incidents.
- e.) The API shall provide tools to display the CAD information. The field shall be a minimum of five characters and a maximum of 25 characters and be text based. The information shall be displayed when the mouse pointer is hovered over the location of the incident
- f.) The API shall provide tools to render incidents passed from the CAD system, based on the nature of the incident.
- g.) The API shall provide tools to display the location of field units based on information passed from the AVL system.
- h.) The API shall provide tools to display the status of field units of field units based on information passed from the AVL system.
- i.) Must tap into the E-911 equipment through the CAD interface port or similar hook up spot dependent on the specific equipment present.
- j.) When a E-911 call is received, the software must accept the ANI/ALI data stream and parse the information for name, Address and Phone number.

12. The Premise Information Management module shall be included on the PSAP map server. This interface shall allow the PSAP manager/supervisor to locate premise information in the PSAP default base map.
 - a.) Shall support a premise information management module
 - b.) Shall allow for unlimited amount of premise information
 - c.) Tabular Database Access – Shall accommodate access to both internal and external data bases that may be created and maintained by the administrator. Supplemental databases holding information helpful to emergency responders are an example (i.e contact information, building access, text memos, hazardous materials, floor plans, images, movies and sound clips). User should have the ability to search the database by many fields like name, street, city, etc.
 - d.) Image Database Access - Shall support the storage and retrieval of multiple raster images (i.e. blueprints, Digital property images, CAD drawings) that are linked to a geographical location or address. The database should be built and maintained by the administrator and viewable by the users. The system should automatically search for images when a 911 call is received or a manual address search is initiated. If images are found there should be a message displayed on the main dispatch screen. User should also be able to search for images by address. User should be able to Zoom In, Zoom Out, change the contrast of the in view and print the images.

d. GIS Stand Alone Mapping Software

Vendor must be capable of providing a Windows™ based dispatch-mapping system for the automatic mapping of both wireless and wireline 911 calls. The mapping software must connect to the 911 ANI/ALI controller in a stand-alone configuration and be capable of capturing and extracting the pertinent information from the E-911 data stream provided by the telephone company.

1. The software must be a fully functional desktop-based dispatch mapping system. The user must be given full command of the map view through Magnify, Zoom and Pan functions, and be able to modify individual map layers. The user shall also be given a wide selection of edit tools for modifying the map, including line and polygon creation or edit tools, and text tools for labeling or annotation of the map. The software also must support most common printers and plotters.
2. The configuration tool shall be made available on every PSAP map server. The configuration tool shall provide PSAP managers and supervisors the ability to define the look and feel of the map interface at their PSAP. The configuration tool shall provide a suite of tools that shall define the degree of flexibility and functionality of the map viewer. These tools shall provide the ability to add or remove any menu or toolbar to the map view interface, as well as specify the size, location and number of map view windows and provide the capability of locking map view windows and toolbars so they cannot be moved.
 - a.) System shall provide a configuration tool
 - b.) Shall provide for the configuration of a cross reference between the ALI format and GIS data structure

- c.) Shall provide for the configuration of different location information processing methods based on classes of service and provider
 - d.) Shall provide for the configuration of the display properties of derived wireless coverage areas
 - e.) Shall provide for the configuration of layer properties, including minimum and maximum zoom levels for display control labeling and rich rendering options.
 - f.) Shall provide for the configuration of the GIS data coordinate system.
 - g.) Shall provide for the configuration of which GIS layers and fields will be searched for location information.
 - h.) The configuration tool shall allow a virtually unlimited amount of layers to be configured for automatic and manual searches.
 - i.) The configuration tool shall provide the ability to define the order of layers searched (for manual searches) within all defined layer.
 - j.) The configuration tool shall support point, polygon and line GIS layers for searching.
 - k.) The configuration tool shall support the ability to enable or disable features based on user role. Disabling selected features should remove them from any tool bar, menu or shortcut key access.
 - l.) The configuration tool shall allow the administrator to define what system messages are presented to the users.
 - m.) The configuration tool shall provide the ability to specify how long calls are displayed in the map viewer before they are removed. A log that can be configured by the administrator as to the number of calls to display before the oldest calls are deleted. The user shall be able to select a number from the display list and have the map display the location of the call.
 - n.) The configuration tool shall provide the ability to have standardized fixed views for the map viewer and allow the user to save their display environment. This saved configuration shall be persistent on future logins and shall allow any user to use any workstation and use their saved display environment.
3. The map viewer shall be available on all PSAP workstations. The map viewer shall be a highly configurable interface that shall provide all functionality needed for location of 911 calls regardless of the source (wireline or wireless). Tools in the interface that are commonly used shall be easily accessed on a toolbar, while features not typically needed for immediate navigation or call location should be placed in drop down menus. The map viewer shall support multiple map views, independent of one another, but directly linked to an overview map. Thus the changes in scale to a map view shall change the area defined in the overview map and vice versa. A minimum of two map view windows shall be present at all times in the map viewer. One map viewer shall be the overview map and display all calls at the PSAP; the second window shall be for the display of the current call. The map viewer interface shall automatically promote the map view related to the current call in front of any map view, toolbar, or menu when a new call is sent from the CPE. The software must be able to clearly map multiple 911 calls.
- a.) Shall support industry standard TCP/IP protocol for network transport and transmitting messages between workstations.. Non-IP protocols will not be accepted.

- b.) Shall have native support of ESRI shape files, CAD drawing and image files, Map Info tables, ARC info coverage's, AUTOCAD DWG's and DXF's and Microstation DGN to provide flexibility for future change.
- c.) Shall be able to display all incoming calls as well as calls answered by other users at different workstations within the PSAP.
- d.) For Multiple workstation systems the software must allow for the display of all active 911 calls at all answering positions. The administrator must be able to configure the system to display calls for differently for positions that answer the call than for positions that did not answer the call.
- e.) Shall be able to display manually entered locations.
- f.) Shall support multiple concurrent map views, each with its discrete properties, such as displayed layers.
- g.) Shall be able to geo-code and display the address of the mouse pointer using street ranges and address points as the source via the use of tool tips. Address range text shall be rendered differently then address point text.
- h.) Shall allow for free form measurement between points. Distances shall be calculated accurately from projected data.
- i.) Shall allow on the fly conversion of the units of measurement, shall be able to display in multiple formats (i.e. feet, miles, and meters).
- j.) Shall have the option to display a table of contents for the layers rendered in the map view. All layers shall be visible in the table of contents, but layers defined as default by supervisors or administrators shall not have the option of being toggled on or off. Any layer that is not defined as a default layer shall have the option of being toggled on or off.
- k.) Shall allow panning and zooming of the main map window associated with each overview map
- l.) Systems must be able to define map scale when the call is initially plotted and varied base on rural vs. urban.
- m.) System must display landmarks (text or graphics) such as churches, water towers, electric substations, mile markers, etc...
- n.) Systems must have the ability to be configure and customize in the field the mapping software to meet NPSC's or the PSAPs future needs.
- o.) System must generate a map display automatically and quickly (less then 1.5 seconds) from the ALI datastream, or manually from entered coordinates or address.
- p.) An administrator customizable list of present map views that can be accessed by the user
- q.) A movable magnification tool the user can use to temporarily enlarge a section.
- r.) A map tip tool that displays attributes from a map data when the mouse is hovering over a map feature. The window shall be translucent to allow the user to see the map data behind the map tip. The map tip shall allow for multiple lines of information from multiple map layers. The administrator shall be able to configure the information to be displayed, the labels for the information and the level of translucency of the tip window.
- s.) A tool to allow the user the ability to turn map layers off and on. The list of allowable layers the user can control must be configurable by the administrator and be assignable by individual or group.

- t.) An administrator configurable map layer of a single image per location that can be easily accessed by the user with the point and click of a mouse.
4. The core functionality of the map viewer shall be related to immediately displaying the location of a 911 call as it is passed from the CPS. The map view related to this information shall be referred to as the Emergency Display. This map view should provide the user with the most information available to the location of the call, with the minimum amount of intervention by the user. In the event that no location information is passed from the CPE, the Emergency Display shall wait for user input as location information is collected from the caller.
- a.) Shall automatically display the locations from 911 calls.
 - b.) Shall be able to display manual ALI database requests.
 - c.) Shall be Phase I and Phase II compliant.
 - d.) Shall be able to display different icons for different objects, such as landline, wireless Phase I, wireless Phase II, incidents, push pins etc.
 - e.) Shall be able to display derived cell tower coverage, actual cell tower coverage or RF coverage.
 - f.) Shall be able to prioritize the search for roads to those in the sector coverage area.
 - g.) Shall support repeat ALI.
 - h.) Shall update call location after a repeat ALI.
 - i.) Shall set different error tolerances based upon the carrier type of location technology, or real time error provided by the carrier in the ALI.
 - j.) Shall track accuracy of coordinate vs. sector footprint and the record flagged whenever the coordinate falls outside of the sector coverage.
 - k.) Shall be able to visually differentiate between call states such as unanswered, answered, disconnect, emergency and non-emergency.
 - l.) Shall display all available information on a selected object. This includes object information and GIS data.
 - m.) Shall allow users to select which object in a multiple object situation to display on top.
 - n.) Shall use a different icon for locations with multiple objects displayed at that location.
 - o.) Shall allow the ability to place and label "push pins" onto a map window by manually entering a location and/or clicking on a location.
 - p.) Shall allow for the ability of the user to manually change the location of an object (call locations, incident locations, push pins)
 - q.) The software must use unique symbology to clearly depict the most current 911 call, in addition to calls received in the past.
 - r.) The software must have functionality to zoom to a larger map scale to clearly show the location of a 911 call.
 - s.) Shall allow user to instigate a query of map layers
 - t.) Shall allow user to clear all address location symbols and text call information and any wireless coverage sectors.
5. The search tools should be provided via a drop down menu in the map viewer. These are a set of tools that shall allow the user to determine the location of a 911 call when no location information is passed from the CPE. The functionality shall allow the user to enter any type of location information and return a list of possible candidates appropriate for that query.

- a.) Shall provide a single field of entry for location information including address, commonplace name, street name and intersection.
 - b.) Shall allow for searching by latitude and longitude coordinates.
 - c.) Shall allow for on the fly conversion of latitude and longitude from degrees minutes seconds to decimal degrees.
 - d.) Shall display a list of intersecting streets for intersection searches where only one street was entered.
 - e.) Shall allow for the user to enter two street names and have the map display the intersection of the streets. If no intersection is found, an error message should appear.
 - f.) Shall allow for ambiguous search results shall display a list of possible matches based on the user entry.
 - g.) Shall provide ability to print, fax or export the evacuation zone addresses. Should have the ability to populate a fax sheet with an overview map, detailed map, the X,Y coordinates in multiple formats (i.e. Decimal Degrees and Degrees Minutes Seconds), Responder list, ALI information, phone number, a place for user types comments, North direction indicator and an information window that displays Date and Time and any other pertinent information as configured by the administrator.
 - h.) The fax should allow for manual dialing and/or preprogrammed speed dialing. Should be the ability to display at least 8 preprogrammed phone numbers per ESN. User must be able to select the number of copies that are to be sent to associated phone number. The fax feature shall manage/gate the sending of multiple faxes, provide and activity logs and be compatible with any class 1, 2 or 2.9 Fax modem and multi-modem card.
 - i.) A tool that allows the user to search map layers to find closest features to a location. (i.e. fire hydrants, fire departments, EMS departments etc.).
 - j.) A spatial search tool. Spatial searches e.q. point of polygon, and the computation, tabulation and mapping of summary statistics. The subsequent extracted information should be exported to a file. An example of spatial search is all phone numbers within a ½ mile radius of a particular address with the information to be used for reverse 911 dialing systems.
6. System must display a navigatable geographic map display for wired E9-1-1 calls, wireless E9-1-1 Phase I calls and wireless Phase II calls in the following general manner and based on the following data. The software must also be capable of identifying, processing and displaying Phase 1 and Phase 2 Wireless 911 calls. The software must recognize the unique nature of incoming wireless E-911 calls, and depict the actual location of the cell site of origination of that wireless E-911 call as well as the radio coverage area provided by that cell site. Wireless service providers are required to insert wireless E-911 calls into the normal E-911 call delivery network and provide information as to the location of the cell site of origination and the wireless caller's 10-digit call-back number.
- a.) Wired E9-1-1 Calls - The ALI address provided in the ALI data packet form the E9-1-1 Service Provider

- b.) Phase I Wireless E9-1-1 Calls – The cell site or cell sector unique identifier provided by the pANI or the ALI data, which defines the tower and sector of that tower the 9-1-1 call originated through. The map must display the, ESNs, communities, address ranged street center lines for the sector, tower locations as well as visual indication of the approximate area covered by the radio signals for the calls originated through that cell sector. The system must also display poloygon cell sector coverage depiction.
 - c.) Phase II Wireless E9-1-1 Calls – The system shall react to the provisions of the caller's latitude and longitude by the wireless carrier as reflected in the ALI data packet provided by the 9-1-1 Service Provider. The system shall plot an icon on the map at the reported latitude and longitude, and provide the instant ability for the call taker to determine the theoretical address, community name, and ESN of the point on the map at which the caller's icon was placed.
 - d.) If the system does not receive the X,Y coordinates for a Phase II wireless call, the system should automatically display the Phase I sector and information.
- 7. Security measures defined by user level access shall determine what functionality is enabled upon login. The security measures should be implemented on any software provided as part of this contract. The security hierarchy shall be comprised of a minimum of three levels: end users, supervisors and administrator. For example the administrator shall have access to all functionality and shall be able to define what functionality is inherited by the supervisor role, and the supervisor role shall in turn define what functionality is inherited by the end user role. However, the security hierarchy should be expandable if needed.
 - a.) Only end user functionality shall be provided in the event that no login is required.
 - b.) Shall support multiple roles per user, such as call taker, dispatcher, radio operator, supervisor and administrator
 - c.) The administrator should be also be able establish rights and privileges for a default group which can bypass the need of individual and/or group user logon.
 - d.) Shall allow for easy addition of users, additional workstations and software functionality
 - e.) Shall allow the administrator to configure access for internet/intranet "restricted" access web browser. (i.e. Weather data, news sites, or HTML pages stored on a local workstation or LAN
- 8. The navigation tools provided for the map viewer should be placed on a tool bar for easy access. ESRI's standard set of navigation tools including pan, fixed zoom in/zoom out, zoom to full extent, zoom in/zoom out based on rectangle drawn on the map view using the mouse, as well as to previous extent(s) and forward to current extent should all be included. Additional tools should also provide the ability to see the current X,Y location of the mouse pointer, or pan the map to a new location based on user entered coordinates. The option of using hot keys for commonly used navigation tools should also be available.

- a.) Shall support entry and centering of manually entered latitude and longitude (X,Y) coordinated in decimal degrees (DD), degrees-decimal minutes (DDM), or decimal minutes seconds (DMS).
 - b.) Shall support zoom to full extent.
 - c.) Shall support the ability to center the map on new location by point and click of the mouse.
 - d.) Shall support the ability for the user to make temporary map features in the individual map window without administrator intervention. The annotation may be a point, a line, a polygon, text or a symbol. The feature should be able to be accessible by the user, by workstation, by group or by all connected PSAP workstations.
9. Discrepancy Management system shall be accessed through the map viewer and provide a complete set of tools for defining the cause of the discrepancy. The Discrepancy Management system shall allow the user to enter information at any point during the current call and additionally allow the user to review any previous call to create a discrepancy record. All discrepancies created shall be logged to the PSAP map server. The administrator shall be able to view, update and edit the status of each discrepancy.
- a.) Shall utilize an integrated discrepancy tracking system that enables the user to capture ALI and GIS discrepancies in a format that can be transmitted to a central location for resolution and provide detailed reports on the status of each discrepancy.
 - b.) Map maintenance should be accomplished with the use of a separate map maintenance tool on a PC separate from those utilized for call plotting in the communications center. A method must then be available for propagating the map updates to the user workstations. Shall store a map image of the GIS discrepancy
 - c.) Shall allow for "redlining" of the map image captured for the discrepancy.
 - d.) Shall allow the ability to automatically populate fields such as user ID, date, time, ALI, and other unique information that cannot be modified.
 - e.) Shall Log calls to a local database so that discrepancies can be created later as the user has time or as necessary.
 - f.) Shall have an update feature that allows created discrepancies to be modified by the user.
 - g.) Shall allow for reporting of system wide discrepancy.
 - h.) Shall allow for user to enter an error report for errors in either the ANI/ALI or GIS databases. For ANI/ALI errors the form should have the ability to be auto populated with the received E9-1-1 call info and have fields for the user to list the correct information. For GIS errors the user should be able to populate the form with a map view and have a field enter text discussing the error. The user should have the ability to Email, save and/or print the report.
10. The software must also be equipped with an AutoFax option. This option must be able to either automatically fax a copy of the display to a number determined by the call location, or the operator must be able to manually initiate the fax. If the local database option is selected, the user must also be able to fax the database record associated with the call.
11. Application Programming Interface (API)

The 911 Mapped ALI software shall provide an open API providing tools to develop interfaces with any CPE, CAD, or AVL currently in use in the State. These interfaces shall be related to providing additional information in the map viewer regarding call location, call type, call source, incident location, incident type, unit status, unit id and unit locations.

- a.) The API shall provide tools to accept ANI/ALI information from any CPE.
- b.) The API shall provide tools to be able to display different icons for different objects passed from the CPE, such as landline, wireless Phase I, and wireless Phase II calls.
- c.) The API shall provide tools to create, modify the location of and delete incidents that will be passed to the CAD system.
- d.) The API shall provide tools to display the location of CAD incidents.
- e.) The API shall provide tools to display the CAD information. The field shall be a minimum of five characters and a maximum of 25 characters and be text based. The information shall be displayed when the mouse pointer is hovered over the location of the incident
- f.) The API shall provide tools to render incidents passed from the CAD system, based on the nature of the incident.
- g.) The API shall provide tools to display the location of field units based on information passed from the AVL system.
- h.) The API shall provide tools to display the status of field units of field units based on information passed from the AVL system.
- i.) Must tap into the E-911 equipment through the CAD interface port or similar hook up spot dependent on the specific equipment present.
- j.) When a E-911 call is received, the software must accept the ANI/ALI data stream and parse the information for name, Address and Phone number.

12. The Premise Information Management module shall be included on the PSAP map server. This interface shall allow the PSAP manager/supervisor to locate premise information in the PSAP default base map.

- a.) Shall support a premise information management module
- b.) Shall allow for unlimited amount of premise information
- c.) Tabular Database Access – Shall accommodate access to both internal and external data bases that may be created and maintained by the administrator. Supplemental databases holding information helpful to emergency responders are an example (i.e contact information, building access, text memos, hazardous materials, floor plans, images, movies and sound clips). User should have the ability to search the database by many fields like name, street, city, etc.

- d.) Image Database Access - Shall support the storage and retrieval of multiple raster images (i.e. blueprints, Digital property images, CAD drawings) that are linked to a geographical location or address. The database should be built and maintained by the administrator and viewable by the users. The system should automatically search for images when a 911 call is received or a manual address search is initiated. If images are found there should be a message displayed on the main dispatch screen. User should also be able to search for images by address. User should be able to Zoom In, Zoom Out, change the contrast of the in view and print the images.

Dispatch Mapping Features

1. Extra Work

No claims for extra work will be allowed unless they have been previously agreed to and ordered by the NPSC/PSAP in a written change order.

2. System Installation

The vendor will be responsible for complete and timely installation of all software. The vendor's project manager will be the contact for any installation issues or problems.

The NPSC/PSAP will be responsible for providing a suitable hardware and map data for vendor software operation.

The Vendor is requested to provide on-site installation of all software and hardware. The Vendor will be responsible for coordinating the installation work with the County staff and the Nebraska Public Service Commission and also other vendors such as the 911 CPE vendor regarding integration or interface.

3. PROJECT IMPLEMENTATION, ACCEPTANCE and TRAINING

The State is electing to utilize a phased approach for the implementation of the Mapped ALI project. Phase One is designated as the Detailed Design Phase and Phase Two is the Implementation Phase. Each Phase has specific tasks associated with that Phase as well as deliverables for that Phase. The contractors will be bound to provide the design developed for each project during Phase One as part of Phase Two.

The Proposers shall also provide documentation for a change order process defining any changes made during the Phase One, which will impact the pricing provided for Phase Two. Mutually agreed upon changes to the initial cost estimate for Phase Two shall be provided in detail dependent upon information gathered during the PSAP site review and any design changes.

Phase One-Detailed System Design-Tasks

Task 1: Refined Scope of Work

- Assess and refine the scope of work for the Mapped ALI project
- Provide timeline for the completion of Phase One

Task 2: Detailed System Specifications

- Develop a system functional design including interfaces at PSAP
- Prepare detailed schematics and specifications for the hardware to be installed at PSAP
- Provide detailed information describing the location of all hardware to be installed at PSAP.
- Prepare a detailed specification for the hardware, software needed for the updating of GIS Data, configuration files and software updates.

Task 3: Detailed Network Requirements

- Prepare a detailed specification for the network requirements to distribute GIS Data to all the PSAPs with mapping
- Installation of any network elements will be coordinated with NPSC.

Task 4: Detailed Installation and Implementation schedule

- Develop a detailed timeline for the installation of Mapped ALI project related items for each PSAP. Coordination with NPSC and PSAP is imperative for this task.

Task 5: Detailed Training Schedule

- Identify the training requirements for all components of the Mapped ALI project. This includes the user training, administrator training, and maintenance training.
- Prepare a detailed training schedule that will enable users to be trained close to the implementation of the system for that PSAP. All options, including the trainer and site training considered.

Task 6: Detailed Cost Summary

- Provide a detailed cost summary outlining labor, hardware, software and ancillary equipment needed to implement the Mapped ALI at each PSAP. Pricing shall include one server per PSAP, as well as a client workstation and flat screen monitor at each position. If a contractor has alternative configurations those can be provided, but pricing for the previously stated configuration shall be included.

Phase One-Detailed System Design-Deliverable

Written products will be prepared for each task. Working papers will under go a review process and be approved by the NPSC. An electronic copy on CD is required for each deliverable. Electronic format shall be in Microsoft Office and Microsoft Visio. Key written deliverables are summarized below and are associated with the task of the same number.

Deliverable 1: Refined Scope of Work and Phase One Timeline

Deliverable 2: System Specifications.

Deliverable 3: Network Design Recommendations, document should include a network descriptions and diagram.

Deliverable 4: Installation and Implementation Schedule. A Gantt chart is required for a visual representation of the project schedule depicting the

installation from project start through final acceptance. Will highlight important milestones with adequate description of what these tasks include.

Deliverable 5: Training Schedule for administrators, users, and maintenance of the Mapped ALI Project.

Deliverable 6: Detailed Cost Summary of the project. This cost summary shall include a line item for the equipment needed at each PSAP, as well as all labor required.

Phase Two – Implementation – Tasks

Task 1: Software Development and /or Modification

- Complete any software development or modifications as identified by NPSC or PSAP in the Detailed System Design phase of the project.

Task 2: Software and Hardware Installation

- Install all software, hardware and ancillary equipment needed at each PSAP as outlined in the Systems Specifications schedule.

Task 3: Training

- Complete training for users, administrators and maintainers of the system as outlined in the project-training schedule.

Task 4: System Acceptance Testing and Issue Resolution

- Develop a formal acceptance test plan.
- Complete a formal acceptance test of the Mapped ALI Project as it implemented at each PSAP.
- Track all outstanding issues at each PSAP and provide resolution to each item to the NPSC and PSAP for final system acceptance.

Task 5: System Documentation

- Complete detailed documentation of the entire system to include sections for each PSAP.

Phase Two – Implementation – Deliverables

Deliverable 1: A written document addressing how the final software developed under this task meet the functional requirements outlined in Phase One, Task 2

Deliverable 2: Complete hardware and software installation at all PSAPs according to the schedule agreed upon in Phase One, Task 4.

Deliverable 3: Complete training for all users of the system as outlined in the training schedule agreed upon in Phase One, Task 5

Deliverable 4: Complete an acceptance Plan and present to NPSC and County.

- Complete acceptance testing at each PSAP as it is implemented and resolve any issues for final system acceptance.

Deliverables 5: Based on the PSAP the Vendor will provide **X** number of complete bound software manuals, number required on a per PSAP basis, also provided on CD, documenting the PSAPs Mapped ALI system to include:

- Instruction manuals for all software in the system
- Complete schematics and parts list for all equipment in the system
- Complete and detailed system schematic showing the actual system as installed. All system equipment interconnect wiring shall be clearly marked and documented so that any individual interconnecting wire may be readily identified.

4. WARRANTY/MAINTENANCE REQUIREMENTS

The vendor will indicate the warranty period of software components.

5. SOFTWARE

The vendor will describe the service warranty/maintenance plan(s) that covers the Application Software through the warranty period. The vendor will also describe the different maintenance/support plans available after the warranty period.

The Vendor must be capable of providing 24x7 technical support and must have a minimum of fifty (50) users of the proposed software. The options for extended software support and upgrades should also be identified including maintenance contracts and time and materials support costs. The Vendor should also identify the costs and availability and requirements for the provision of remote software support.

6. MAINTENANCE

The Vendor shall make available, after the first year's warranty period, the option of an annual contract for system maintenance. This option is to be available each year for a minimum of five (5) years from date of system acceptance. Maintenance will include all system materials, equipment, parts, labor, software updates and any necessary corrections to system software. Annual increase of maintenance contract charge is not to exceed the Consumer Price Index increase for that year and initial cost of maintenance for the system proposal must be stipulated as part of the proposal response. Indicate the cost for a maintenance contract on the proposed system in the proposal response.

a.) Service Response Times

The Vendor must identify the service response times for the Major and Minor Failure. Response times are defined as the interval from call for service to arrival at the affected PSAP of a fully trained, equipped and qualified service technician capable of diagnostic analysis and equipped to repair key system failures as a minimum.

7. PRICE PROPOSAL

The following should be provided so that a fair evaluation of the system proposed can be accomplished:

- Base Map Development
- Application Software Price
- Installation Price
- Training Price
- Miscellaneous Optional Software Modules & Hardware Prices

The vendor should supply a complete list of all components proposed.

PROPOSAL PRICE SUMMARY

(Use separate pricing section for each county)

	PRICE
GIS Integrated Mapping Software	
Interface Fees	
Training	
Implementation/Installation	
Total GIS Integrated Mapping Software	
GIS Stand Alone Mapping Software	
Interface Fees	
Training	
Implementation/Installation	
Total GIS Stand Alone Mapping Software	
Base Map Development	
Cell Sector Development	
Total Base Map Development	

MAINTENANCE SUMMARY		Annual Fee
Annual Support and Maintenance Software		
Map Maintenance Options		
Map Maintenance Software		

Optional Items		Annual Fee

PRICE DETAIL

GIS INTEGRATED MAPPING SOFTWARE INCLUDES:

QTY	DESCRIPTION	Price/Unit	Total Price
	Interface Fees		
	Training		
	Implementation/installation		
	GIS Integrated Mapping Software Subtotal		

GIS STAND ALONE MAPPING SOFTWARE INCLUDES:

QTY	DESCRIPTION	Price/Unit	Total Price
	Interface Fees		
	Training		
	Implementation/Installation		
	GIS Integrated Mapping Software Subtotal		

BASE MAP DEVELOPMENT PRICING INCLUDES:

QTY	DESCRIPTION	Price/Unit	Total Price
	Cell Sector Development		
	Base Map Development Subtotal		

e. CPE: ANI/ALI Controller:

SUMMARY SHEET FOR ALL COUNTIES
(PREFERABLY IN AN EXCEL SPREADSHEET)

1. E911 PSAP Equipment Parameters

To provide and fully implement Customer Premise Equipment that would meet the needs of providing Automatic Number Identification (hereinafter ANI) and Phase II E9-1-1 services.

Proposals are for the development and installation of a comprehensive, fully integrated interactive CPE system.

It is the intent of the State to accomplish installation of the equipment in a complete turnkey manner. All materials and services can be provided by either a single vendor or multiple vendors.

The system shall provide reliable, high quality enhanced 911 service with modern features for the PSAP users. These specifications do not include any proprietary items, components, circuits, or devices that would preclude any manufacturer from producing equipment to meet these specifications. All technical tolerances, ratings, power outputs or any technically specified criteria contained within these specifications are considered to be within the current state of the electronic art and are currently being met by commercially available equipment. The fact that a manufacturer chooses not to produce equipment to meet these specifications, providing the above criteria are met, will not be sufficient cause to adjudge these specifications as restrictive.

The intent of these specifications is to provide a complete and satisfactory operating Enhanced 9-1-1 call answering system, with ANI and ALI for a number of Public Safety Answering Point (PSAP). All equipment and installation material required to fulfill the above shall be furnished and installed whether or not specifically enumerated herein. All equipment and the installation shall comply with the National Electrical Code and any applicable local codes. The installation will be handled as "turnkey project", including delivery, installation and satisfactory check out of all equipment.

Installation of all equipment, conduit and wiring, which includes any necessary cable trenching, will be the total responsibility of the Contractor. The Contractor will have total responsibility for system compatibility and successful performance. The only work not included in the installation project would be work involving building construction (e.g., moving or adding any necessary doors, walls, etc.) and drilling holes in walls, floors, etc. The necessity for hole drilling will be determined by and is the responsibility of County E-911.

The system shall consist of **new equipment in current production**. **System must be capable of providing a workstation (computer based) operating system,**

2. E-911 PSAP EQUIPMENT PARAMETERS

Any and all proposed system(s) shall meet the following minimum requirements:

- ❑ **ANI/ALI Controller** - Upon incoming 911 trunk seizure, the ANI/ALI controller shall provide proper supervision to the local central office or the Tandem control office, initiate **immediate ringback tone** to the calling party and spill ANI to the PSAP ANI display. The PSAP equipment shall be capable of decoding a **twenty (20) digit** ANI spill and present a **twenty (20) digit readout** display to the call answering dispatcher's display.
- ❑ **Phase 1 & Phase 2 Wireless E-911 Compatibility** – The proposed equipment must be fully compatible with the receipt and display of Phase 1 and Phase 2 Wireless E-911 calls.
- ❑ **ANI/ALI Display** - Upon receipt of ANI information from the central office and the ALI information from the system database. The information shall be retained on the display until cleared by the operator, or a subsequent call is answered.
- ❑ **Central Office Transfer** - The answering equipment shall be capable of accessing E9-1-1 central office transfer features, including Call Conference, Single Button Transfer, System Abbreviated Dialing, and Call Transfer to an Outside Line.
- ❑ **Power Outage Ride-Through** – All proposed equipment shall be protected by a facility based UPS system. No UPS equipment is to be provided by the vendor. For those PSAPs that do not have UPS equipment, the UPS device that will run a system for a period not less than 30 minutes.
- ❑ **ANI/ALI Detail Printer** – Shall be a standard plain paper color printer that can be used to also print CAD or MIS reports and graphics.

- ❑ **Instant Recall Recording or IRR** – The systems shall be capable of recording incoming 911 call and radio audio (selected audio sources only) for instant playback upon demand. The recording playback function must be accomplished via single mouse click or single screen touch for touch screen monitor.
- ❑ **Voice Over IP Compatibility** – The proposed system must be capable of handling voice calls made via the internet or other computer network systems that may delivered via the 911 telephone network system.
- ❑ **Computer Aided Dispatch Interface** - The E911 system shall be capable of delivering ANI, ALI and call taker position information to an external hardware port for connection to a future CAD system.
- ❑ **Mapped ALI Interface** – The proposed system must have the capability to integrate with any Dispatch Mapping Software. The preferred configuration requires an additional PC for each operator position. The 911call taker software will reside on one monitor and the dispatch mapping software will reside on the other monitor. . The additional PC shall meet the minimum specifications for all PC's as noted in the bid specifications.
- ❑ **Redundancy** - The E-911 system shall be designed with redundancy. The ANI/ALI Controller shall contain no single point of failure. All power supplies, data communications modules shall support redundant operations.
- ❑ **Abandoned Call Retrieval** - The system must be capable of capturing the ANI/ALI information in the event that the caller disconnects **before** the dispatcher answers the call. The system shall indicate that the call was an abandoned call and display the ANI/ALI related to that call.
- ❑ **TDD-TTY Detection & Handling** – Shall provide automatic TDD detection for both Baudot & ASCII and must be capable of hearing and voice carry over. TTD operation must provide software functionality built into the workstation position unit.
- ❑ **Remote Diagnostics** - The system shall contain remote diagnostics capability. Secure access to the PSAP system must be provided.
- ❑ **System Alarms** - System alarms must be indicated at the dispatcher location.
- ❑ **Facsimile Device Transfer** - System must be capable of transferring ANI & ALI to a remote facsimile location.
- ❑ **Operating System** – System must utilize a Windows™ based operating platform.
- ❑ **Workstation Computers** – the workstation computers shall meet the following minimum requirements:

Pentium 4 Processor	512 MB RAM
20.0 GB Hard Drive	3.5" Floppy/24xCDROM Rewrite Drive
17" LCD Monitors	Quad Video Card/Driver
56K BPS Modem (non Win)	PCAnywhere 8.0 software

- ❑ **Trunk Capacity** - A minimum capacity to terminate six (6) 9-1-1 trunks and shall be initially equipped for five (5).
- ❑ **Computer Telephony Integration (CTI)** – The 9-1-1 workstations must have the ability to integrated/interface with the telephone system to provide for full telephony control and call handling for 911 and administrative calls via the 911 workstation computers.
- ❑ **Radio/Telephone Headset Interface** - To include only the equipment required by the proposed PSAP equipment to interface to the radio console equipment.

The State is electing to utilize a phased approach for the implementation of the CPE ANI Controller project. Phase One is designated as the Detailed Design Phase and Phase Two is the Implementation Phase. Each Phase has specific tasks associated with that Phase as well as deliverables for that Phase. The contractors will be bound to provide the design developed for each project during Phase One as part of Phase Two.

The Proposers shall also provide documentation for a change order process defining any changes made during the Phase One, which will impact the pricing provided for Phase Two. Mutually agreed upon changes to the initial cost estimate for Phase Two shall be provided in detail dependent upon information gathered during the PSAP site review and any design changes

Phase One-Detailed System Design-Tasks

Task 1: Refined Scope of Work

- Assess and refine the scope of work for the CPE ANI/ALI Controller project
- Provide timeline for the completion of Phase One

Task 2: Detailed System Specifications

- Develop a system functional design including interfaces at PSAP
- Prepare detailed schematics and specifications for the hardware to be installed at PSAP
- Provide detailed information describing the location of all hardware to be installed at PSAP.
- Prepare a detailed specification for the hardware, software needed for the updating of ANI/ALI Controller, configuration files and software updates.

Task 3: Detailed Network Requirements

- Prepare a detailed specification for the network requirements for ANI/ALI Controller.
- Installation of any network elements will be coordinated with NPSC.

Task 4: Detailed Installation and Implementation schedule

- Develop a detailed timeline for the installation of CPE ANI Controller project related items for each PSAP. Coordination with NPSC and PSAP is imperative for this task.

Task 5: Detailed Training Schedule

- Identify the training requirements for all components of the CPE ANI/ALI Controller project. This includes the user training, administrator training, and maintenance training.
- Prepare a detailed training schedule that will enable users to be trained close to the implementation of the system for that PSAP. All options, including the trainer and site training considered.

Task 6: Detailed Cost Summary

- Provide a detailed cost summary outlining labor, hardware, software and ancillary equipment needed to implement the CPE ANI Controller. If a contractor has alternative configurations those can be provided, but pricing for the previously stated configuration shall be included.

Phase One-Detailed System Design-Deliverable

Written products will be prepared for each task. Working papers will under go a review process and be approved by the NPSC. An electronic copy on CD is required for each deliverable. Electronic format shall be in Microsoft Office and Microsoft Visio. Key written deliverables are summarized below and are associated with the task of the same number.

Deliverable 1: Refined Scope of Work and Phase One Timeline

Deliverable 2: System Specifications.

Deliverable 3: Network Design Recommendations, document should include a network descriptions and diagram.

Deliverable 4: Installation and Implementation Schedule. A Gantt chart is required for a visual representation of the project schedule.

Deliverable 5: Training Schedule for administrators, users, and maintenance of the CPE ANI/ALI Controller Project.

Deliverable 6: Detailed Cost Summary of the project. This cost summary shall include a line item for the equipment needed at each PSAP, as well as all labor required.

Phase Two – Implementation – Tasks

Task 1: Software Development and /or Modification

- Complete any software development of modifications as identified by NPSC or PSAP in the Detailed System Design phase of the project

Task 2: Software and Hardware Installation

- Install all software, hardware and ancillary equipment needed at each PSAP as outlined in the Systems Specifications schedule

Task 3: Training

- Complete training for users, administrators and maintainers of the system as outlined in the project-training schedule.

Task 4: System Acceptance Testing and Issue Resolution

- Complete a formal acceptance test of the CPE ANI/ALI Controller Project as it implemented at each PSAP
- Track all outstanding issues at each PSAP and provide resolution to each item to the NPSC and PSAP for final system acceptance.

Task 5: System Documentation

- Complete detailed documentation of the entire system to include sections for each PSAP.

Phase Two – Implementation – Deliverables

Deliverable 1: A written document addressing how the final software developed under this task meet the functional requirements outlined in Phase One, Task 2

Deliverable 2: Complete hardware and software installation at all PSAPs according to the schedule agreed upon in Phase One, Task 4.

Deliverable 3: Complete training for all users of the system as outlined in the training schedule agreed upon in Phase One, Task 5

Deliverable 4: Complete acceptance testing at each PSAP as it is implemented and resolve any issues for final system acceptance.

Deliverables 5: Based on the PSAP the Vendor will provide **X** number of complete bound software manuals, number required on a per PSAP basis, also provided on CD, documenting the PSAPs CPE ANI/ALI Controller system to include:

- Instruction manuals for all software in the system
- Complete schematics and parts list for all equipment in the system
- Complete and detailed system schematic showing the actual system as installed. All system equipment interconnect wiring shall be clearly marked and documented so that any individual interconnecting wire may be readily identified.

3. MAINTENANCE

The Vendor must identify options for map data maintenance. In some cases, the Vendor may wish to offer additional services and/or software for the maintenance of the map data.

The Vendor shall make available, after the first year's warranty period, the option of an annual contract for system maintenance. This option is to be available each year for a minimum of five (5) years from date of system acceptance. Maintenance will include all system materials, equipment, parts, labor, software updates and any necessary corrections to system software. Annual increase of maintenance contract charge is not to exceed the Consumer Price Index increase for that year and initial cost of maintenance for the system proposal must be stipulated as part of the proposal response. Indicate the cost for a maintenance contract on the proposed system in the proposal response.

a.) Service Response Times

The Vendor must identify the service response times for the Major and Minor Failure. Response times are defined as the interval from call for service to arrival at the affected PSAP of a fully trained, equipped and qualified service technician capable of diagnostic analysis and equipped to repair key system failures as a minimum.